


# How to Fill Out the Formal Notice Form

Office de la protection du consommateur  
**Québec**  **Formal Notice Form**

By certified mail

**WITHOUT PREJUDICE**

Consumer		
Last name and first name		
Address	City	Postal Code
Home Phone	Office Phone	Email
Merchant		
Name		
Address	City	Postal Code
Phone	Email	
Merchant		
Name		
Address	City	Postal Code
Phone	Email	

Block 1

## Block 1

- Enter the exact name as it appears on the contract, invoice or, if applicable, in the advertisement.
- Also enter the name of any other merchant who may be concerned by the problem. For example, if the goods purchased have a manufacturing defect that impedes their normal use, the maker (the manufacturer) can also be held liable.

1. Summary of the problem

Block 2

2. Settlement desired by the consumer

Block 3

I hereby give you formal notice to resolve this dispute and/or pay me the sum of \$ \_\_\_\_\_ within \_\_\_\_\_ days. Failing this, legal proceedings could be brought against you with no further notice or extension.

Block 4

Consumer's signature \_\_\_\_\_ Date \_\_\_\_\_

Block 5

This Formal Notice Form was remitted to the consumer on the basis of information that he/she furnished. The Office of the protection du consommateur invites the merchant to communicate with the consumer in an effort to resolve this dispute.

Office de la protection du consommateur [www.opc.gouv.qc.ca](http://www.opc.gouv.qc.ca)

### Block 2

- Describe your problem clearly and briefly in order to remind the merchant of the important facts.
- Get to the main point, i.e., what you are asking for and the reason why it is justified.
- Support your request with the appropriate legislative clauses (consult the next page).

### Block 3

- Explain what you want to obtain.
- Consider solutions that are realistic and fair to both you and the merchant. If you have a guarantee, you should generally accept having the goods repaired rather than receiving a reimbursement.
- If you need more space, attach an additional sheet.

### Block 4

- In most instances, a 10-day period is considered reasonable.

### Block 5

- Send the form by registered mail to the merchant or merchants concerned.
- Retain a copy of your Formal Notice.
- Include copies of relevant documents, such as invoices, contracts, advertisements, etc., in your mailing.

The Office de la protection du consommateur has provided you with this form to assist you in your dealings with the merchant. You do not need to send a copy of the form to the Office, we will not intervene in your dispute.