

Subject: Urgent – Faulty Sofa Delivery & Return Request

Dear Msofas Customer Care Team,

I hope you are all well. I recently received my sofa from you, and I am now in a position where I am writing to formally request the re-return of the Sofa, which arrived on **Saturday, 7th June 2025**.

While I appreciated the service and communication throughout the waiting period, I was deeply disappointed upon receiving the sofa, as it upsettingly does not match the quality, description, or functionality advertised on your website, on this occasion.

Specifically, the sofas issues:

1. **Faulty Mechanism:** The bed section's hinges are unstable, with one side weaker than the other, making it difficult to pull out and close properly. This is a default with this sofas Quilty build.
2. **Sleeping area, the same as main colour:** This area of the sofa causes the material to tear from the sofa due to its handles and with the reason being that when folded down the area becomes lodged into the next fold down area. This problem is to an extent that it can cause the whole sofa section to be lifted as you try carefully refold it and for the handles to start to tear away as mentioned.
3. **The quality:** of the sofa is not as described, I have yet to use it in any form or way since it has been delivered and this means that I am left without a sofa. I have had other persons view the sofa and they have agreed that the quality of my prior sofa was of a better build quality, and this is very upsetting to me.

I would also like to mention that I did raise my questions of concerns with the delivery driver before the sofa was unpacked, about the possibilities of returns as I was not interlay happy with the delivered product and I was told that it would be no problem as returns are accepted. Yet, MSofas Services still disposed of the packaging as part of your stated recycling service. According to your own delivery policy, this is standard practice, but since I expressed hesitation, the driver should have informed me of the consequences. As this

was not a voluntary action on my part, I firmly believe that the **15%** deduction for missing packaging should not apply in this occasion that I have since read about in your website.

I have included:

1. [1] video and
2. [2] images.

I understand that under the Consumer Rights Act, I have the legal right to reject goods that are unsatisfactory, unfit for purpose, or not as described. Given these issues, I request:

- A “**Full Refund**,” without any penalty due to the missing packaging “**which was removed by your team**”.

I would appreciate a swift response so we can resolve this matter amicably. Please confirm the next steps at your earliest convenience.

Best regards, Simon Paul Cordell