Made-up Name of a Shop

5 York Place

Manchester

XX3 1IL

Date

Dear Sirs

**Our Client: XXXXXXX Websites Limited**

**Debt: £655.00**

We have been instructed by the above-named client to obtain payment of the above debt from you (“the Debt”). We attach a copy of our client’s unpaid invoice (No. WB552), dated 4 May 2010.

Please note: this letter is being sent to you in accordance with the [Practice Direction on Pre-Action Conduct](https://www.justice.gov.uk/courts/procedure-rules/civil/rules/pd_pre-action_conduct) contained in the [Civil Procedure Rules](https://www.justice.gov.uk/courts/procedure-rules/civil/rules/pd_pre-action_conduct). In particular, we refer you to paragraphs 13 and 16 of the Practice Direction on Pre-Action Conduct concerning the Court's powers to impose sanctions for failing to comply with its provisions.

It is our understanding that you are not legally represented. If you are legally represented, please provide us with your solicitor's details and pass a copy of this letter to them immediately.

**THE DEBT**

On or around 13 February 2010, you instructed our client to design and build a website for your business in Manchester. The work was carried out under our client’s standard terms and conditions, with which you were familiar and which you accepted. Our client raised an invoice and this was transmitted to you on 4 May 2010.

We are instructed by our client that they contacted you on numerous occasions, by telephone and email, in order to chase payment of the invoice. However, to-date, the invoice remains unpaid.

You have not disputed that the work was completed to your satisfaction. Your failure to pay this invoice is causing our client distress.

In addition to unpaid invoice our client is able to recover an additional £40 in [late](https://www.gov.uk/late-commercial-payments-interest-debt-recovery/when-a-payment-becomes-late) payment charges and interest at £? Per day, totalling £655.

**THE NEXT STEPS**

An acknowledgment to this letter should be provided within seven days of receipt. Your full response to this letter should be provided no later than 14 days after the date of this letter, namely by 23rd November 2010.

The Debt can be paid by BACS or cheque to our client; details of how to do so are provided on the attached invoice.

Please confirm that you will take proper and appropriate steps to ensure no relevant documents which are in your control, including electronic documents, are altered, lost, destroyed or disposed of pursuant to [Part](https://www.justice.gov.uk/courts/procedure-rules/civil/rules/part31) 31 of the Civil Procedure Rules. This includes emails.

Please note: our client reserves all its rights, including the right to commence proceedings without further reference to you, should that be necessary. Any such proceedings will seek a court order requiring you to pay the Debt plus interest and costs.

Ignoring this letter may lead to our client commencing proceedings against you and may increase your liability for costs.

Yours faithfully