*Use this document to summarise the dispute and capture the relevant details in one place. You could use this to discuss the matter with a solicitor, mediator, negotiator, or business advisor. You can also consider sending it or parts of it, to save you time explaining the situation multiple times.*

## Parties to the dispute

**You:**

Name:

Contact details:

**Other party:**

Name:

Contact details:

**Any other parties involved** *(e.g. agents, representatives, solicitors, developers, sub-contractors, sub-lessees or other lessors)*:

Name:

Contact details:

*Instructions: Use the dot points as a guide, type over them with the details from your situation. Save this in a safe place where you can go back and add to it as needed.*

## Summary

* **Summarise the main points that outline the dispute, including steps already taken, e.g.:**
* *“Applicant placed an order via phone, with instructions to be notified of delivery timeframes prior to dispatch of goods to ensure the order would arrive on time.*
* *The order arrived late. Applicant would have cancelled the order if notification of delivery timelines had been communicated via phone as requested.*
* *Applicant returned the goods within the 14 day returns condition as per the invoice and requested a full refund. Refund was denied by the respondent.*
* *Negotiations between the parties has occurred with no agreement reached.”*

## Goals

* **Include information about the outcome you are seeking e.g.:**
* *I am seeking to be released from my obligations under the agreement*
* *I am seeking to exit the lease with full refund of my bond and no further costs to pay.*
* *I am seeking the other party to fulfil their obligations under the agreement.*
* *I am seeking a full refund of all monies paid.*
* *I am seeking an apology.*
* *I am seeking to severe ties with the respondent.*

## Details of any contract or agreement

* **Details of the contract e.g.:**
* *Was there a written contract or emails that established the agreement?*
* *Include any letters or notices you have been sent that relate to the dispute including from the respondent or an authority or agency.* ***Have copies of these ready and saved somewhere safe.***
* *What was the contract or arrangement for (be specific)*
* *Did you meet your obligations under the contract?*
* *When did the contract or arrangement start*
* *When was it supposed to end*
* *When did it actually end*
* *Was it amended at any point?*
* *Was anyone else involved or did one of the parties change at some stage?*

## Timeline

* **Significant dates that outline the timeline of the dispute and steps taken, e.g.:**
* *XX/XX/2024 – Applicant was contacted by Respondent requesting update of card details for payment of previous order. Applicant placed the order of goods which is currently in dispute.*
* *XX/XX/2024 – Payment taken for order in dispute.*
* *XX/XX/2024 – Applicant contacted Respondent to follow up on most recent order and learned that its dispatch was delayed due to overdue payment of previous order.*
* *XX/XX/2024 – Order was received late. Order shipped back to Respondent.*
* *XX/XX/2024 – Order return arrived and received by Respondent.*
* *XX/XX/2024 – Applicant contacted Respondent to enquire about a refund for the returned goods. Respondent stated that no refund would be given.*
* *XX/XX/2024 to XX/XX/2024 – Email correspondence and negotiations between the parties. No outcome reached.*
* *XX/XX/2024 – Applicant made a submission to ASBFEO for assistance. ASBFEO referred the matter to the QSBC.*
* *XX/XX/2024 – I spoke with xx from QCAT/Office of Fair Trading/ACC/ASIC etc. and was told xx*
* *Xx/xx/2024 – I received legal advice from xx and was informed xx*

## Supporting documents / evidence (either describe or paste them here)

Verbal evidence is hard to prove, you may need photos or videos and written statements, statutory documents or affidavits as evidence.

* ***Any evidence you have that you will rely on, e.g.:***
* *a report or email from a qualified person stating that an item no longer works or is faulty or a complaint from the customer about the quality of work*
* *photos or video that show the item is not working or is faulty, or the quality of work*

## Legislation that may apply:

Add any relevant Acts or section numbers you have been advised to look into, e.g.:

[*Retail Shop Leases Act 1994*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-1994-047)

[*Property Law Act 1974*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-1974-076)

[*Body Corporate and Community Management Act 1997*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-1997-028)

[*Building Units and Group Titles Act 1980*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-1980-042)

[*Motor Dealers and Chattel Auctioneers Act 2014 (MDCAA)*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2014-020)

[*Fair Trading Act 1989 – (Consumer Law Provisions) (FTA).*](https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-1989-084)