Replace everything in [brackets], and delete these grey notes before you send it.

Only say you'll take a step you really intend to take. ACCC and ASIC's debt collection guideline says not to threaten legal action that isn't intended.

Keep it plain: state laws make it an offence to make a letter of demand look like a court document.

Keep a copy, and proof of when and how you sent it. Where to go next in NSW, Queensland and Victoria: deftara.com.au/templates/letter-of-demand

[Your business name]
ABN [11 digits] · Licence [number]
[Street address, suburb, state, postcode]
[Phone] · [Email]

[Date]

[Customer's name]
[Customer's postal address]
By email to [customer's email] and by post

LETTER OF DEMAND
Unpaid invoice [number] for [the work] at [site address]

Dear [customer's name],

On [date] you accepted our quote [number] for [the work] at [site address]. We finished the work on [date].

We sent you invoice [number] on [date] for $[amount], due on [date]. You have paid $[amount paid], so $[amount owing] is still owed. We sent reminders on [dates], and it has not been paid.

We demand payment of $[amount owing] by [date, at least 14 days from today].

Please pay by bank transfer to [account name], BSB [number], account [number], with [invoice number] as the reference, or [another way to pay].

If you believe you don't owe this amount, or all of it, tell us in writing by that date and say why. If you can't pay it all at once, contact us before then to agree a payment plan.

If we haven't been paid or heard from you by [date], we intend to [apply to the court or tribunal for your state] to recover the debt, without further notice.

A copy of the invoice is attached.

Yours sincerely,

[Your name]

[Your business name]