

## COMPLAINT EMAIL PRACTICE

### ONLINE SHOPPING

You recently bought a fridge from an online electronics company and you are not satisfied with your purchase.

Write an email to the customer services department including the notes below.

My notes:

- (1) Old model not new one in the photograph
- (2) Delivery man didn't call – delivered next door, too heavy to move
- (3) Credit card **charged** twice – need refund

