

# Bài 1

## TỪ VỰNG LIÊN QUAN

Phần	Bài mẫu
Mở thư	Dear Sir or Madam, I am writing to inform you about a (1) <b>faulty</b> blender I purchased from your shop last week.
Thân bài	The blender stopped working after just two uses. Despite being (2) <b>plugged in</b> and properly (3) <b>assembled</b> , it fails to turn on, making it (4) <b>unusable</b> . When I called your (5) <b>customer service department</b> two days ago, I (6) <b>was assured that</b> someone would contact me within 24 hours to (7) <b>resolve</b> the issue. Unfortunately, I have not received any (8) <b>response</b> or action since then. I would like to request a (9) <b>replacement</b> for the (10) <b>defective</b> blender or (11) <b>a full refund</b> if a replacement is not possible. I expect this matter to be resolved (12) <b>promptly</b> . Your (13) <b>immediate attention</b> to this issue would be greatly appreciated.
Kết thư	Thank you for your time and consideration. I am looking forward to your positive reply. Kind regards,
Ký tên	

- purchase**: mua
- replacement**: thay thế
- promptly**: ngay lập tức
- fails to do something**: thất bại khi làm gì đó/hỏng
- response**: phản hồi
- unusable**: không thể sử dụng được
- faulty**: lỗi
- was assured that**: đảm bảo rằng
- immediate attention**: sự quan tâm kịp thời
- assembled**: lắp ghép
- customer service department**: bộ phận chăm sóc khách hàng
- defective**: lỗi
- a full refund**: hoàn toàn bộ tiền
- plugged in**: cắm điện