

Imagine you have bought something faulty. Write a formal letter of complaint (120–150 words) to the shop or website. Follow rules 2–6 in exercise 4 and this writing plan:

- **Introduction:** Say what the item is, and where and when you bought it.
- **Main body:** Explain in detail what the problem is.
- **Conclusion:** Tell the company you are returning the item. Ask them to repair it, exchange it or refund your money.