

WRITE A COMPLAINT LETTER

8 Cedar Avenue
Cambridge CM13 7TY
14th January 2012

Customer Services Department
Talkback Phones
London E19 7PP



Dear Sir or Madam,

- A I am writing to report a fault with the phone that I bought from your shop in Cambridge on 28th December.
- B It works fine when I make calls, but when I try to take photos, it does not work. The photos are all very dark and you can't see any of the people in them.
- C I am returning the phone to you with this letter. I would be grateful if you could repair the fault or send me a new phone. As you will understand, not having a phone is extremely annoying, so I would appreciate it if you could deal with this matter immediately.

I look forward to hearing from you.

Yours faithfully

Oliver Brown

Oliver Brown

2 Clanfield Rd
Bradford BD12 4FG
3rd February 2012

Keith Black
Jewellery Online
Manchester M5 5HJ

Dear Mr Black,

- A I am writing to complain about a ring that I bought last week from your website, Jewellery Online. It is the first time I have bought jewellery from your company and I must say, it has not been a positive experience.
- B On your website, the picture clearly showed a gold ring with a red stone. But when it arrived, it was silver with a green stone. This is simply not acceptable. I am enclosing the ring and a copy of the receipt for your reference. Could you please refund my money as soon as possible? I am not interested in exchanging the ring because I have already found what I want on another website.

I look forward to hearing from you.

Yours sincerely

Tracey Swift

Tracey Swift

- 1 What did the writer buy?
- 2 Where did he/she buy it?
- 3 When did he/she buy it?
- 4 What is the problem with it?
- 5 Does he/she send it back?
- 6 What does he/she want the company to do?

Student's notes:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Imagine you have bought something which you're not happy with. Then, write a letter to a shop or a website.

- **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.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There is no handwriting or other markings on the paper.