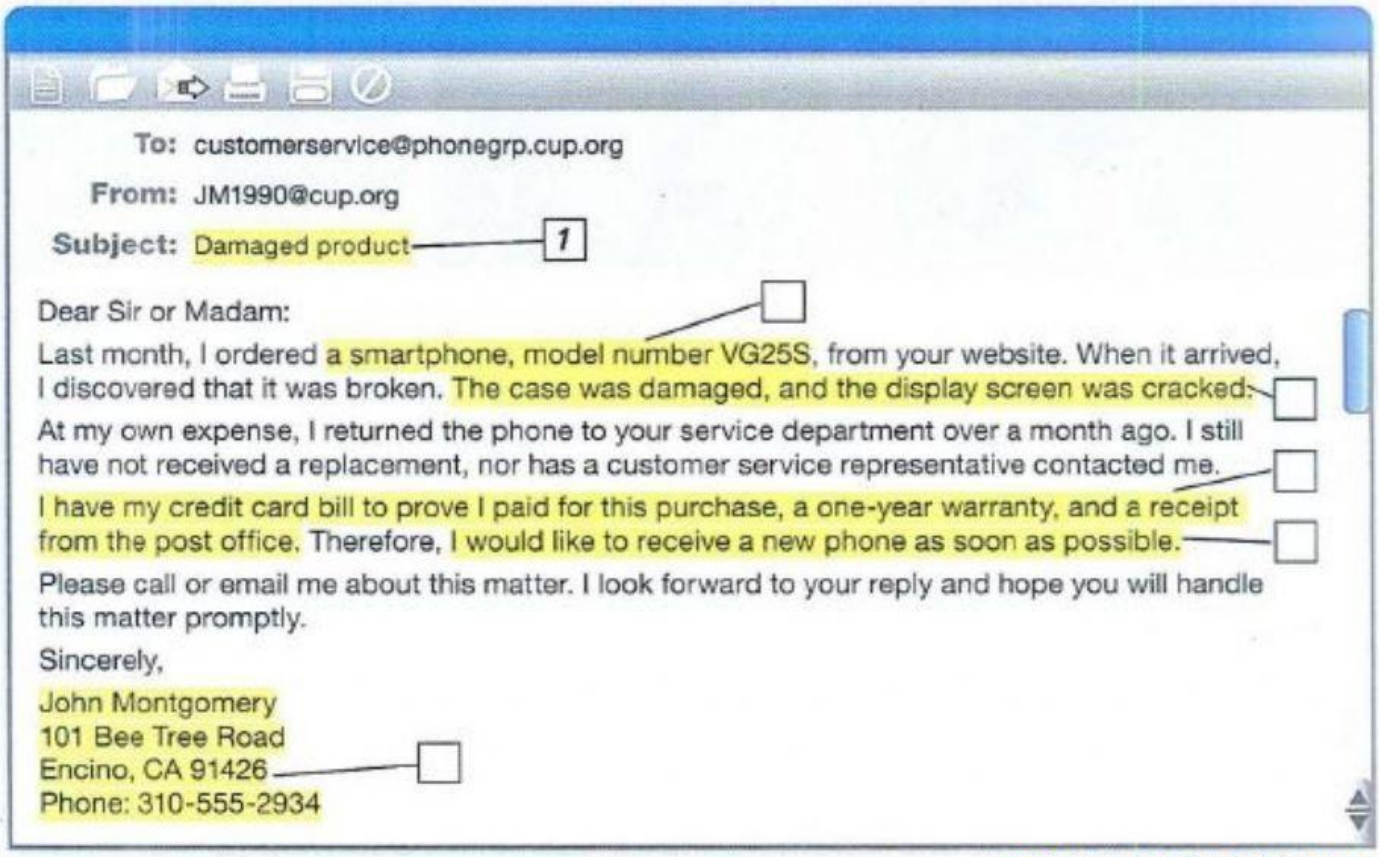
A Match the information to the points in the email.

Writing an effective message of complaint

An effective message of complaint about a purchase . . .

1. contains a clear subject line.
2. describes the product or service clearly.
3. explains the problem in detail.
4. mentions a receipt or other evidence.
5. explains exactly what you want.
6. provides contact information.



To: customerservice@phonegrp.cup.org

From: JM1990@cup.org

Subject: Damaged product — 1

Dear Sir or Madam: ☐

Last month, I ordered a smartphone, model number VG25S, from your website. When it arrived, I discovered that it was broken. The case was damaged, and the display screen was cracked. ☐

At my own expense, I returned the phone to your service department over a month ago. I still have not received a replacement, nor has a customer service representative contacted me. ☐

I have my credit card bill to prove I paid for this purchase, a one-year warranty, and a receipt from the post office. Therefore, I would like to receive a new phone as soon as possible. ☐

Please call or email me about this matter. I look forward to your reply and hope you will handle this matter promptly.

Sincerely,

John Montgomery
101 Bee Tree Road
Encino, CA 91426 ☐
Phone: 310-555-2934

LIVEWORKSHEETS

B Write an email complaining about one of these situations or one of your own.