



Lesson (5)Writing skill (Formal Letter)

Letter Of Complaint



Fill in gaps with the suitable word from the list :

E- Max stores,

P.O.Box 778,

Manama .

P.O.Box 553

Hamad Town,

Bahrain .

15th April 2022

Dear sir / Madam ,

I am writing to complain about the mobile phone which I bought from your store on 15th April for BD 100. I (1) copies of warranty and receipt.

In your advertisement you claim that this kind of mobile phone is the latest (2) I expected it to last for a long time . However , the first time I Switched it on , the problems began and I was really disappointed . This mobile Seems to be badly made . Its signal is poor when I am (3) Also the alarm and the games options do not work properly . Even worse than that the (4) does not last for more than an hour despite the charging is full . As well as the problems during calls , it sometimes shut down .

When I took the mobile to the store ,the (5) said it was my fault and that I had not read the instructions carefully .

Now I would like a full (6) or at least exchange the product . Unless I receive a satisfactory (7) within the next two weeks , I will contact consumer protection office in order to take a legal action.

I look forward to hearing from you .

Yours faithfully

assistant
enclosed
reply
indoors
refund
technology
battery