

INSTRUCTIONS: complete the mail using the correct words.

furthermore

however

expect

requested

insist

first of all

worse

in addition

instead

express

not only/but also

features

Send

Save Now

Discard


To:

\_\_\_\_\_

[Add Cc](#) | [Add Bcc](#)

**Subject:**

--

 Attach a file   Insert: Invitation

**B** *I* U *ƒ* *τ* *Γ* *Τ*  

Dear Sir/Madam,

I am writing to (1) \_\_\_\_\_ my strong dissatisfaction at the disgraceful treatment I received at your Oasis branch yesterday afternoon.

(2) \_\_\_\_\_, the product I was given was not the model I had asked for. The new iPhone 14 Pro Max was demonstrated to me by the sales assistant, and I agreed to buy it. (3) \_\_\_\_\_, on unpacking my purchase, I saw I had been given the inferior model (4) \_\_\_\_\_, just iPhone 14.

(5) \_\_\_\_\_, this model was much cheaper than the one I had (6) \_\_\_\_\_ and had paid for it. It doesn't have as many (7) \_\_\_\_\_ as I want and was much more basic than the one I was shown to begin with.

To make matters (8) \_\_\_\_\_, I was deeply offended by the behaviour of the sales assistant when I went back to shop to complain. He was (9) \_\_\_\_\_ impolite, \_\_\_\_\_ unhelpful. He refused to contact the manager when I asked to speak to him about the incident.

As you can imagine, I am extremely upset, I must (10) \_\_\_\_\_ on a full refund, (11) \_\_\_\_\_ a written apology from the local manager, or else I shall be forced to take further action. I (12) \_\_\_\_\_ to hear from you as soon as possible.

Yours faithfully,

Caroline Adams.

Send

**Save Now**

Discard