WRITING

Complete the email with the words in the box.

desperately	evidently	extremely
largely	recently	unfortunately

New Message

To: admin@dvdonline.co.nz Cc: Bcc:

From: Johnson, James

Subject: DVD rental club

Dear Sir or Madam,

I..... signed up for membership of your online DVD rental club ....., the experience has been rather disappointing.
I chose your club ..... **due to** the promises made in your advertisement. This claimed that the DVDs would be delivered within two days of ordering, and that each DVD was guaranteed to be of a high quality. However, neither of these selling points has turned out to be true.
I waited over a week for the first DVD to arrive. I rang your customer assistance number on several occasions, but **despite** leaving multiple messages ..... asking for information, my calls were never returned. After nine days, the DVD eventually arrived in a torn envelope. I could not play it **as** it had ..... been damaged. I returned the DVD to your company and attached a note with an explanation of what had happened. Nevertheless, this month's fee was still debited from my bank account.
I feel that this is an example of ..... poor service, and I would like to request a full refund. Furthermore I would like to cancel my subscription with immediate effect.

James Johnson

Send

Look at the linkers in bold in the email. Choose the correct options.

due to

1 means

a because of **b** in order to

2 is followed by

a a noun or noun phrase

b a subject + verb + object clause

despite / in spite of

LIVEWORKSHEETS

3 mean

a although **b** in contrast

4 are followed by

a an -ing form

b a subject + verb + object clause

as

5 means

a because **b** so

6 is followed by

a a noun or noun phrase

b a subject + verb + object clause

LIVEWORKSHEETS