1

Your company is rubbish.

I got some headphones from you online but they didn't work. So I sent them back and you swapped them for a new pair. They weren't the right ones, so I sent them back again. I got another pair from you today and they're broken and they don't work.

I'm so angry! You can keep the headphones but I want all my money back now, and I'll never use your store again.

Ronnie

Read the tips in the WRITING FOCUS.
Which tips does Email 1 NOT follow?

WRITING FOCUS

A formal written complaint

1 Open and close the email or letter formally.
2 Give a reason for writing.
3 Say what you bought and when.
4 Explain the problem giving details.
5 Tell the reader what you expect them to do.
6 Use formal language with no contractions.

LIVEWORKSHEETS