

**Complete this letter. Write ONE word for each space.**

Dear Sir or Madam,

I 0) am writing to complain about a product I bought in  
1)                      shop. Two weeks ago, I purchased a  
bedside cabinet but when 2)                      took it home I  
discovered that some parts 3)                      missing. I  
returned to the shop the next day and 4)                      given  
the parts only to discover that 5)                      were the wrong  
ones. I went back to the shop again and the shop assistant that  
served 6)                      was quite rude. I got the correct parts this  
time but, 7)                      I put the product together, 8)  
fell apart. I went to the shop a fourth time 9)                      ask  
for a refund and was told that I could only get store credit. I  
am very unhappy about the service I received and would like  
10)                      full refund for the item.

Yours faithfully,

Mrs Joan Adams