



# Letter of complaint



## 1 Drag to the correct space and drop.

However - sent - tore - sincerely - tried -  
complain - wore - purchased

Dear Sir,

I am writing to [redacted] about a waterproof jacket I [redacted] from your shop last week.

Although the jacket was supposed to be completely waterproof, I got soaked the first time I [redacted] it in wet weather. Furthermore, when I [redacted] to take the jacket off, the zip wouldn't open and when I tried to get it unstuck, the jacket [redacted]

I [redacted] the jacket back to your shop after having been assured by one of the assistants that I would be sent a refund. [redacted] r, I still have not received one.

I trust this matter will receive your immediate attention.

Yours : [redacted] J,

Melina Godoy Zart

## 2 Listen to check.



## 3 Practice the listening to read.

