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 _____ about a waterproof jacket I _____ from your shop last week.

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

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

I trust this matter will receive your immediate attention.

Yours _____,

Melina Godoy Zart

2 Listen to check.



3 Practice the listening to read.



LIVEWORKSHEETS