



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. [], 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.

