

Use the words in the box to complete the missing words in the introduction and the conclusion. Then complete the main body of the complaint email on your own.

refund - complain - resolved - cooperation - replacement

## NEW MESSAGE

To: \_\_\_\_\_  
 From: \_\_\_\_\_  
 Subject: Order number H56Q8F ✕

To whom it may concern,

I am writing to \_\_\_\_\_ about my FitTech Pro smartwatch. I bought this smartwatch, through your website on 5 March.

Firstly, I ordered the smartwatch in black; however, I was surprised to

To make matters worse, \_\_\_\_\_ . In addition ,

Furthermore, despite using the promo code which promised a 30% discount as advertised on your site, I was charged the full price.

Considering these issues, I kindly request a \_\_\_\_\_ of the smartwatch in black , along with a \_\_\_\_\_ of the 15 % discount I am entitled to. If this matter is not \_\_\_\_\_, I will be forced take this matter further.

Thank you in advance for your \_\_\_\_\_.

Yours faithfully,  
 [FULL NAME]