LETTER OF COMPLAINT



Write a formal letter of 120–150 words to the SoundBox store manager.

What happened?

On 10 November, you bought wireless headphones from SoundBox for a long bus journey. Your order number is #4821.

The advertisement.

"Up to 20 hours of music on a single charge. Charging case included."

Your experience.

You fully charged the headphones, but the battery died after 30 minutes. The charging case was missing. You emailed customer service five days ago and attached your receipt. You are still waiting for a reply.

Plan your letter.

(1) Introduce your complaint and identify your order.

(2) Describe both problems and explain how they affected your trip.

(3) Explain what you have already done.

(4) Ask politely for a replacement or a full refund.

Dear Sir or Madam,

I am writing to complain about …

According to your advertisement, …

However, …

In addition, …

I would appreciate it if you could …

I look forward to hearing from you.

Yours faithfully,

LIVEWORKSHEETS