

a letter of complaint

iPhone



iPhone 16GB in Black for sale. Great condition. Only 1 month old. Original box, earphones and manual. Charger included. Full working order.

scratched

last year's model

one missing

not all applications

Look at the ad read and fill in **not in the box**

Dear Sir/Madam,

I am _____ (1) an iPhone device I purchased from you. I

_____ (2) the item because it was nothing like the one you advertised.

_____ (3), it was not in a great condition; the back cover was _____ (4).

_____ (5), you stated that the earphones and the charger were included, but what a surprise; one of the _____ (6) was missing and the

_____ (7) was not in the box.

_____ (8), when I tried to use the phone and find out how its _____ (9) worked I discovered that it did not work properly. I could not even get connected to the Internet.

_____ (10), the date on the box showed that this iPhone is not new- not one month old as you claimed in your advertisement. It is actually one of the company's _____ (11).

As a regular customer of yours I

_____ (12). I hope that steps will be taken to resolve the matter and

_____ (13).

Yours faithfully

scratched

not be forced to take further action

Furthermore

To begin with

feel I must complain about

Secondly

earphones

last year's models

writing to you in connection with

Charger

insist you replace the item at once

To make matters worse

applications