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I am writing to complain about a mobile phone that I bought from your shop in Broad Street last week.

Although the quality is excellent, the instructions on the screen are in Chinese and I can't understand them.

I am returning the mobile phone with this letter. I would be grateful if you could repair the fault or replace the mobile phone.

I look forward to hearing from you.

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Lee Electronics  
35c Broad Street  
London SE4 7TG

17 Green Close  
London  
NW3 8SX

Yours faithfully

Dear Sir or Madam

5<sup>th</sup> May 2021

Mark Brown  
Mark Brown