



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**

not in the box

I. Use the words from the box to complete the letter.

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

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 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

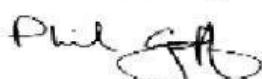
(9) _____ worked I discovered that it did not work properly. I could not even get connected to internet.

(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 actions will be taken to solve the matter and (13) _____.

Yours faithfully,



Phil Goldwin