



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
complaint 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