

WRITE A COMPLAINT LETTER

8 Cedar Avenue
Cambridge CM13 7TY
14th January 2012

Customer Services Department
Talkback Phones
London E19 7PP



Dear Sir or Madam,

- A I am writing to report a fault with the phone that I bought from your shop in Cambridge on 28th December.
- B It works fine when I make calls, but when I try to take photos, it does not work. The photos are all very dark and you can't see any of the people in them.
- C I am returning the phone to you with this letter. I would be grateful if you could repair the fault or send me a new phone. As you will understand, not having a phone is extremely annoying, so I would appreciate it if you could deal with this matter immediately.

I look forward to hearing from you.

Yours faithfully

Oliver Brown

Oliver Brown

2 Clanfield Rd
Bradford BD12 4FG
3rd February 2012

Keith Black
Jewellery Online
Manchester M5 5HJ

Dear Mr Black,

- A I am writing to complain about a ring that I bought last week from your website, Jewellery Online. It is the first time I have bought jewellery from your company and I must say, it has not been a positive experience.
 - B On your website, the picture clearly showed a gold ring with a red stone. But when it arrived, it was silver with a green stone. This is simply not acceptable.
- I am enclosing the ring and a copy of the receipt for your reference. Could you please refund my money as soon as possible? I am not interested in exchanging the ring because I have already found what I want on another website.

I look forward to hearing from you.

Yours sincerely

Tracey Swift

Tracey Swift

- 1 What did the writer buy?
- 2 Where did he/she buy it?
- 3 When did he/she buy it?
- 4 What is the problem with it?
- 5 Does he/she send it back?
- 6 What does he/she want the company to do?

Student's notes:

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- 1.
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- 6.

