

INSTRUCTIONS: complete the mail using the correct words.

Furthermore, however, expect, requested, insist, first of all, worse, in addition, instead, express, not only/but also, features

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To:

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Subject:



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B I U

I am writing to (1) _____ my strong dissatisfaction at the disgraceful treatment I received at your Oasis branch yesterday afternoon.

(2) _____, the product I was given was not the model I had asked for. The new iPhone 14 Pro Max was demonstrated to me by the sales assistant, and I agreed to buy it. (3) _____, on unpacking my purchase, I saw I had been given the inferior model (4) _____, just iPhone 14.

(5) _____, this model was much cheaper than the one I had (6) _____ and had paid for it. It doesn't have as many (7) _____ as I want and was much more basic than the one I was shown to begin with.

To make matters (8) _____, I was deeply offended by the behaviour of the sales assistant when I went back to shop to complain. He was (9) _____ impolite, _____ unhelpful. He refused to contact the manager when I asked to speak to him about the incident.

As you can imagine, I am extremely upset, I must (10) _____ on a full refund, (11) _____ a written apology from the local manager, or else I shall be forced to take further action. I (12) _____ to hear from you as soon as possible.

Yours faithfully,

Caroline Adams.

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