

Oxford Exam Trainer B 1
Unit 6 Money

Writing



Formal Email: Making a Complaint

1. Read the email written as an answer. Use the words from the box to fill in the gaps in Yulia's email.

possible could unfortunately soon complain grateful

Dear Sir or Madam,

I am writing to _____ about the MP4 player that I bought at your Oxford Street shop in London last week.

It is a blue Smart Fi-2010. It cost £20.

_____, I did not have time to test it there and when I got home to Ukraine, I discovered that it was broken and the screen was scratched.

Would it be _____ for me to return the faulty player by post? I would be _____ if you would send me a replacement. If, however, it is not in stock, please _____ you refund my money?

I look forward to hearing from you _____.

Yours faithfully,

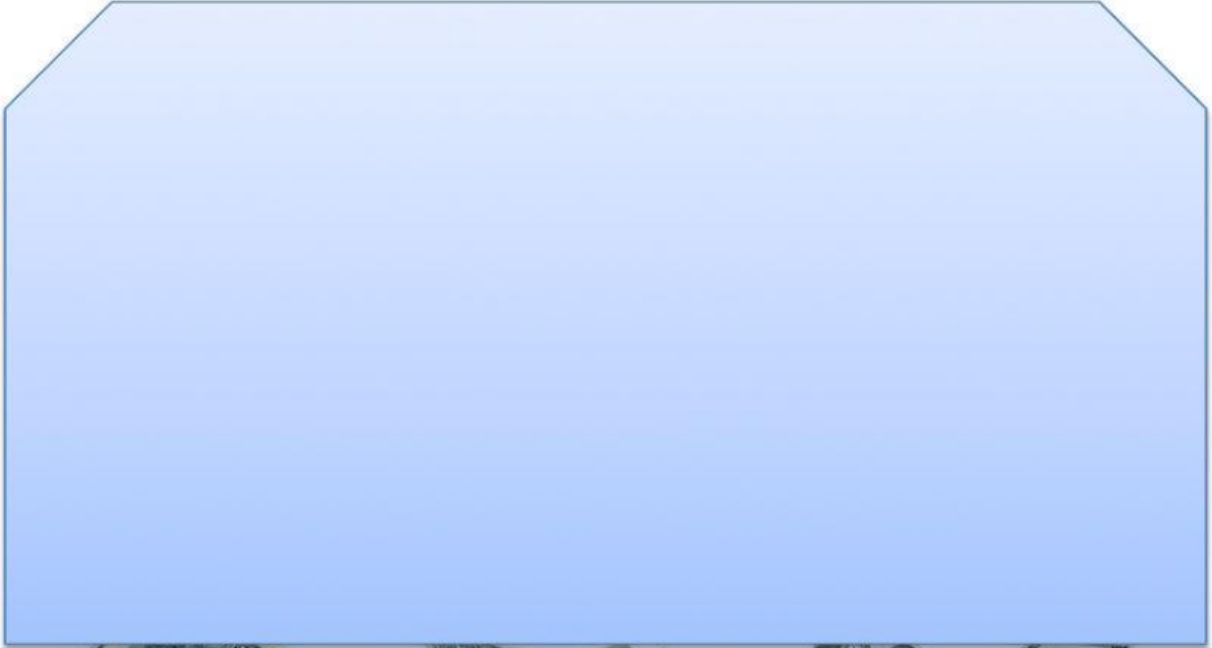
Yulia Andriichuk

2. Write a formal email of complaint.

During your visit to London you bought an MP4 player. When you arrived home, you discovered the equipment was faulty. Write an email to the shop manager in which you:

- ▶ describe what you bought and when you bought it
- ▶ explain the problem
- ▶ say what you would like the manager to do or ask for a refund

Write a formal email of complaint of at least 100 words. Start your email in an appropriate way. (Writing bank page 172)



Name

Group

