

Dear sir,

My name is Mohammed Al Harthi and I am writing this letter because I would like to make a complaint about some damaged goods supplied by your company. I have ordered two pairs of mugs from your company via the internet. I have received them one week ago. Within a week, all the mugs have lost their shine and the print over them is ripping off. Two out of four mugs have already lost their handles when only held once. Also, it was mentioned on the box of the product that it is microwave proof but the mugs are unsustainable to hot water. Please check the quality of your company's goods. If it will not be improved, then nobody will buy goods from your company. I decided to buy the mugs at your company because of previous good recommendations of my friends who told me about your company.

I would love for you to look into this matter, and either refund my purchase or send out another supply. I've provided my number in this letter and hope that you'll consider my request.

Kindly let me know what you are going to do about this defective product.

Looking for your response , thanks.

Mohammed Al Harthi

For each question, write a short answer (**not more than FOUR WORDS**).

5. Why did Mohammed write the letter?

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6. What did he buy from the company?

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7. What happened to the print over the mugs?

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8. How many mugs lost their handles?

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9. Who advised Mohammed to buy from this company?

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10. What would he get if the company responded to his complaint?

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