Use the words in the box to complete the missing words in the introduction and the conclusion. Then complete the main body of the complaint email on your own.

refund - complain - resolved - cooperation - replacement

NEW MESSAGE

To : _____

From: _____

Subject : Order number 1456QRF

To whom it may concern,

I am writing to _____ about my FitTech Pro smartwatch. I bought this smartwatch, through your website on 5 March.

Firstly, I ordered the smartwatch in black; however, I was surprised to _____

To make matters worse, _____ _____. In addition , _____

Furthermore, despite using the promo code which promised a 30% discount as advertised on your site, I was charged the full price.

Considering these issues, I kindly request a _____of the smartwatch in black , along with a _____of the 15 % discount I am entitled to. If this matter is not _____, I will be forced take this matter further.

Thank you in advance for your _____.

Yours faithfully,

[FULL NAME]

Remind me | Save as Draft | Send Now

LIVEWORKSHEETS