



A LETTER OF COMPLAINT



Use the words in the boxes to complete the letter:

Best Buy Store,

Sh. Salman St,

Manama,

Bahrain

Rd 480, Block 101,

Askar

25th April, 2021

Dear Sir/Madam,

I am writing to express my (1) with the laptop (model LX360) I (2) in your store on 17 April 2021. I have enclosed copies of the (3) and the warranty.

dissatisfaction
/receipt/
bought/

As soon as I (4) the laptop, I realized that Windows operating system was not installed on it, even though the offer said it was (5) In addition, I chose a gray laptop and the one I (6) is black. (7), the default language of the laptop was Japanese, and I haven't been able to change it to my native language, which is Arabic. To make matters (8), the specifications of this laptop are not the same as the ones that I read in your (9) I also noticed some scratches on the screen and one of the buttons was loose and (10)

received/
worse/advert/
included/
Moreover/
turned on /
fell off/

I called your (11) service line many times, but they were aggressively (12) When I returned to the store, they said that it was my (13), and the warranty does not qualify for fixing (14) caused by the customer.

unhelpful/
damages/
mistake/
customer

By the way, I live in a small town called Askar, and I drove about two hours to get to your store. (15), I paid a good price to (16) this laptop, and therefore, the last thing I ever (17) from this laptop, was to act like this.

Besides /
expected /
purchase

Now, I would like you to (18) the faulty laptop with a laptop that functions as advertised, or alternatively a full (19) of the bill.

refund /
support /
replace

Thanks in advance for your (20)

I look forward to hearing from you soon.

Yours faithfully,