



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,

Muataz Azar