

# a letter of complaint

## iPhone



iPhone 16GB in Black for sale. Great condition. Only 1 month old. Original box, earphones and manual. Charger included. Full working order.

scratched

last year's

model

one missing

not all applications

not in the box

Look at the ad read and fill in

Dear Sir/Madam,

I am \_\_\_\_\_ (1) an iPhone device I purchased from you. I \_\_\_\_\_ (2) the item because it was nothing like the one you advertised.

\_\_\_\_\_ (3), it was not in a great condition; the back cover was \_\_\_\_\_ (4).

\_\_\_\_\_ (5), you stated that the earphones and the charger were included, but what a surprise; one of the \_\_\_\_\_ (6) was missing and the \_\_\_\_\_ (7) was not in the box.

\_\_\_\_\_ (8), when I tried to use the phone and find out how its \_\_\_\_\_ (9) worked I discovered that it did not work properly. I could not even get connected to the Internet.

\_\_\_\_\_ (10), the date on the box showed that this iPhone is not new- not one month old as you claimed in your advertisement. It is actually one of the company's \_\_\_\_\_ (11).

As a regular customer of yours I

\_\_\_\_\_ (12). I hope that steps will be taken to resolve the matter and \_\_\_\_\_ (13).

Yours faithfully

scratched

not be forced to take further action

Furthermore

To begin with

feel I must complain about

Secondly

earphones

last year's models

writing to you in connection with

Charger

insist you replace the item at once

To make matters worse

applications