

Unit 5

Unit 5 Extension

A letter of complaint

1 Read the email and choose the correct answer.

- 1 Daniel is writing to make *an order / a complaint*.
- 2 The computer took *fifteen / thirty* days to arrive.
- 3 The computer was damaged *before / after* it arrived.
- 4 Daniel requests a *new computer / refund*.

Dear Sir or Madam,

I am writing to complain about a tablet computer I recently ordered from your company.

When I ordered the computer a month ago, your company said they would deliver it in fifteen days. After fifteen days, I called your company and they told me it would arrive immediately. However, it was another fifteen days before it arrived.

When it eventually arrived, the box was open and the computer was badly damaged. As a result, it doesn't work.

Therefore, I am returning the computer. Please send me a refund for the amount I paid.

Yours faithfully,

Daniel Burton

2 Read the email again. Then match the paragraphs (1–4) with the main points (a–d).

- | | |
|-------------------|----------------------------|
| Paragraph 1 | a action and request |
| Paragraph 2 | b reason for writing |
| Paragraph 3 | c problems about delivery |
| Paragraph 4 | d condition of the product |

3 You ordered an MP3 player from an online company. Number the events in the order they happened.

- I want to return it and get a refund.
- It wasn't the same as the product I ordered.
- I got an email saying it wasn't currently available.
- I sent an email to cancel the order, but the MP3 player arrived the next day.
- I ordered an MP3 player over 3 weeks ago.

