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

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alagiapii 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.

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| 4 | а | Match the informal phrases (1–5) with the more formal ones (a–e). | | | | | |
|--|----|--|--|-------|------------------|------|--|
| | | 1 | Thanks for helping me. | | | а | I am returning the product to you. |
| | | 2 | I want my money back now I'm sending it back I told you not to send it | | | b | Thank you for your assistance. |
| | | 3 | | | | с | I sent a request to cancel the order. It was not the product which I ordered. |
| | | 4 | | | | d | |
| | | 5 | It isn't the same as the on | e I v | vanted. | e | Please send me a refund as soon as possible. |
| | b | • Choose the correct way to address an email when y | | | | ou d | lon't know the person's name. |
| | | а | Dear Salesperson | b | Dear Mr or Mrs | | c Dear Sir or Madam |
| c Choose the most appropriate way to close an email | | | | | of complaint. | | |
| | | а | All the best | b | Yours faithfully | | c Yours |
| 5 | Re | Read the writing task and write an email of complaint. Use your answers from Exercises 2–4 to help you | | | | | |
| | | | | | | | |
| | | problems with your order and the product. Write an email to the company, telling them about your problems and requesting a refund. | | | | | |
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