1. Complete the sentences typical of emails of complaint with the pairs of word from the box.

|  |  |  |
| --- | --- | --- |
| appreciate/replaced | attention/problem | Complain/quality |
| connection/attitude | delivered/urgently | dissatisfaction/received |
| entitled/replacement | matter/inconvenience | purchase/standard |
| refund/further | terms/treatment | unless/cancel |

1 I am writing in ………………….. with the negative ………………….. of a member of your staff.

2 I hope that you will deal with this ………………….. promptly as it is causing me considerable ………………….. .

3 The equipment I ordered has still not been ………………….. , despite my phone call to you last

week to say that is needed ………………….. .

4 Although you advertise yourself as a top-quality brand, the product I ………………….. was well

below the ………………….. I expected.

5 I am writing to draw your ………………….. to a ………………….. in your customer services section.

6 I would ………………….. it if the faulty goods could be ………………….. as soon as possible.

7 I wish to complain in the strongest possible ………………….. about the ………………….. I

received from a member of your staff.

8 I believe that I am ………………….. to an immediate ………………….. .

9 I am writing to express my strong ………………….. with the goods I ………………….. this morning.

10 ………………….. I receive the goods by the end of this week, I will have no choice but to

………………….. my order

11 I am writing to ………………….. about the ………………….. of a product I purchased on-line from

your website.

12 I insist on a full ………………….. , otherwise I will be forced to take the matter ………………….. .

1. Match the beginnings (1-8) with the endings (a-h)

|  |  |
| --- | --- |
| 1 You only sent 7 DVDs, instead …… | 1. there are only 7 in the box. |
| 2 You only sent 7 DVDs, in spite of …. | 1. but there were only 7 in the box. |
| 3 Even though I paid for 8 DVDs, …. | 1. However, there were only 7 in the box. |
| 4 I paid for 8 DVDs, …. | 1. so I am refusing to pay your invoice. |
| 5 I paid for 8 DVDs, …. | 1. Therefore, I am refusing to pay your invoice. |
| 6 Firstly, the quantity of DVDS was incorrect. …. | 1. of the 8 that I ordered. |
| 7 You have still not resolved the problem with the DVDs. …. | 1. the fact that I paid for 8. |
| 8 You have still not resolved the problem with the DVDs. …. | 1. In addition, two of the covers were damaged |