You recently bought a piece of equipment for your kitchen but it did not

work. You phoned the shop but no action was taken.

Write a letter to the shop manager. In your letter

describe the problem with the equipment

explain what happened when you phoned the shop

say what you would like the manager to do

Dear Sir/Madam,

I am writing to complain about an electric tea maker which I bought last week. My name is Robbin Jacksone and I am a frequent customer of your shop.

Since I chose my tea maker carefully and it is one of the best brands in its category, it was shocking when I tried the product and it did not work. I think there is a problem with the wiring.

As I know the shop and do most of my shopping there, I tried to make contact with the customer service, but I failed and my conversation was useless. They did not accept to give me a new one and even refused to repair my purchase for free.

Afterall, reputation is important to a shop like you. As a loyal customer, I expect you to solve my problem. Please reconsider my request and provide me a new electric tea maker or pay the repair cost.

I look forward to receiving your answer and prompt action as a manager.

Faithfully yours,

Robbin Jacksone

Close to 6.5

Rater’s comments:

Good grammar and vocabulary use

Good coherence and structure