

Writing

Write a letter of complaint to the Customer Service Department of the store where you bought a product that turned out to be faulty.

Guide words: bought - guarantee - defective - product - refund - consumer - technical - replacement

A letter of Complaint

Electronic store
Customer Service Department
King Fahd Street,
Riyadh,

Dear Sir,

I bought a smart TV from your store a couple of days ago. According to your consumer guarantee, any product that has something defective, the consumer has the right for a refund or a new product.

When the TV arrived, I found that it was broken, so I called the consumer service and I was advised to return it as soon as possible.

When I went to the store, they told me that the product cannot be returned unless there is a technical error, so I did not get a refund or a replacement for the TV.

I regret to inform you that after this incident I will refrain from buying your products in the future.

Yours sincerely,

A displeased former customer

Write a short paragraph about regret and something that you should have done recently but you did not and give the reasons.

Guide words: sometimes - circumstances - prioritizing - important - organized

Regret

We all do things in life that we regret. Sometimes we regret things that we should have done but we did not do because of unfavorable circumstances or because of lack of prioritizing. Recently, for example, I should have attended an important appointment but I did not for some reasons: first I was very busy. Second, I was not well organized, if I had been more organized, I wouldn't have missed the appointment.