

Lesson 11

Shopping

out of stock	on sale	Wide selection	reliable
damaged	get money back	fit	fault
suit	bargain	match	delivery fee

at full price

consumer right act

promotional materials

on display

valid

Consumer is always right!

write a review on Facebook
page

baffle

Consumer is always right!

<https://www.youtube.com/watch?v=NfBVMilfJZU&t=180s>

Letter of complaint

* *Opening Greeting*

- * Dear Sir / Madam,
- * Dear Mr. / Mrs. / Ms. + *last name*,

Introduction

- * I am writing to complain about ...
- * I am writing to you in connection with ...
- * I am writing to tell you how disappointed/annoyed I feel about ...
- * I am writing to draw your attention to ...
- * I want to protest about
- * I am writing to express my strong dissatisfaction with ...

Letter of complaint

- * I was amazed/distressed/horrified to find that ...
- * It goes without saying that ...
- * You can imagine how we felt when ...
- * In spite of the fact that, ...
- * To make matters worse, ...
- * Although I was told there would be ...
- * The label says ...
- * I haven't received the goods I ordered ...
- * The brochure mentioned ...
- * There is a one-year guarantee ...
- * I was appalled at the poor quality / rude service / unsatisfactory accommodation / overpriced rooms

Letter of complaint

- * Conclusion

- * At the very least, I look forward to receiving ...
- * I insist on immediate action ...
- * I insist upon full compensation or I will be forced to take this matter further.
- * I insist you replace this at once.
- * I demand a full refund.
- * I hope you will deal with this matter quickly.
- * I hope you will resolve this matter quickly.
- * I trust the situation will improve.
- * I hope that I will not be forced to take further action.

Letter of complaint

Closing

- * When the opening greeting is **Dear Sir/Madam**, we close with **Yours faithfully**,
- * If we opened the letter with **Dear + name**, we close with **Yours sincerely**,

Dear (title) ____:

I wish to complain about ____ (name of product or service, with serial number or account number) that I purchased on ____ (date and location of transaction).

I am complaining because ____ (the reason you are dissatisfied). To resolve this problem I would like you to ____ (what you want the business to do).

When I first learned of this problem, I contacted ____ (name of the person, date of the call) at your company, and was told that nothing could be done about my problem. I believe that this response is unfair because ____ (the reason you feel the company has an obligation to you). I would like a I look forward to hearing from you as soon as possible to resolve this problem. If I do not hear from you within ____ days I will file complaints with the appropriate consumer agencies and consider my legal alternatives.

I am attaching copies of my receipt or _____ (other proof of payment or documentation of complaint).

You may reply to me at this email or call me at (phone number).

Sincerely,

(your full name)