

5 Read the LANGUAGE FOCUS. Complete the examples with words and phrases in Email 2.

LANGUAGE FOCUS

Formal language

- You can make your language more formal by avoiding contractions and using more formal words and expressions.

Informal – Email 1

they didn't work
I got some headphones
I sent them back
You swapped them
I got another pair
I'm so angry
I want all my money back

Formal – Email 2

→ they ¹ did not work
→ I ² received some headphones
→ I ³ sent back them to you
→ You ⁴ exchanged them
→ I ⁵ received another pair
→ I ⁶ am very angry
→ I ⁷ require a full refund

Other common words and phrases

if you need more information	if you require further information
I want the chance to chat about this	I would like the opportunity to discuss this
Call us	Please contact us
We're sorry about the problem	We apologise for the problem

6 Rewrite the following exchange to make it more formal. Use the LANGUAGE FOCUS to help you.

CUSTOMER

I'm so angry. A couple of weeks ago, I got a suit from you to wear to a wedding but it was too small. You swapped it for a bigger size, but it's the wrong colour and the zip doesn't work on the trousers. I've sent them back because it's too late for the wedding. I want all my money back, including the price of postage.

I am very disappointed with ...

ONLINE CLOTHES STORE

We're sorry about the problem you've had with this order. We'll give you all your money back but we can't pay the postage. If you want the chance to chat about this, call us on 09000 999 999.

We apologise for ...



SHOW WHAT YOU'VE LEARNT

7 Do the writing task. Use the ideas in the WRITING FOCUS and LANGUAGE FOCUS to help you.

Look at the online music store website and read the customer's comment. Write a formal email of complaint. Include the following information:

- explain the reasons for your complaint
- describe what you bought and when
- explain the problem with the product in detail
- explain how you expect the company to solve the problem.

Contact Customer Services Returns FAQ's

CONTACT US

Select a category: choose from the dropdown menu

Please tell us the type of problem you are experiencing:

- My download won't complete
- This is not the music I wanted
- My file won't play
- The quality of sound is low
- I deleted the file by mistake

Comment

I want to complain about your service. I have tried to download Adele's album 21 three times this month but every time the download has not completed. I've contacted you three times on 1st, 8th and 17th April. I've been a loyal customer for two years and I've enjoyed the music I've bought each month from your site. But now I want a refund of my last month's subscription. Please close my account.

SEND

Dear Sir or Madam,
I am writing to complain about ...