

**Letter of Complaint**

**Study Sheet**

**Name: \_\_\_\_\_\_\_\_**

**Grade: 8 National**

**Modal # 1**

**Dear [Recipients Name],  
  
I am writing to you to make a complaint about the item that I had ordered last May 7, 2009.  
  
The product that I received seemed to be what I ordered, but when taken out of the box to install it, I found that it was malfunctioning. There were also a lot of missing parts mentioned in the manual but which were not in the box with the item.  
  
Here are the details of the product that I bought, and I have attached the invoice and receipts for this transaction.  
  
I wish to ask for a replacement for the product I ordered, or if that is not possible, a refund.**

let me say how disappointed I am and how I hope you will deal with this problem quickly.

**I look forward to your response.  
Sincerely,**

**[Senders Name][Senders Title]**



**Modal # 2**



