

Dear Sir,

Comentario [ST1]: / Madam, perhaps it is a woman who reads the letter.

I am writing to complain about the camera I bought in your on-line shop, as it is damaged and it doesn't work properly. It is a Fujifilm model FINEPIX

Comentario [ST2]: from

Z34WP ,you had in stock, serial number S-231919 with smart face detection and image stabilizer. I received it yesterday (five days later than I expected, I have to say) and, as I really needed it for the brochure I am producing at work, I took it to the office right away, in order to start working as soon as possible.

I was surprised at the strange noise it made when I turned it on, but I related it to the fact that it was a new gadget, and I didn't think it was important. Things got worse when I tried to use the zoom, in fact, it didn't work at all, and when I tried to take a picture of a general landscape I only obtained a detailed image of what it seemed to be a piece of a leaf from a walnut tree.

Comentario [ST3]: It would have been better if you had said, "I put it down to..."

As you can imagine, I gave up and had to delay the production of the brochure, with all the trouble it caused to my client and consequently, to the company I am working for.

Comentario [ST4]: Not necessary

Comentario [ST5]: Good vocab

Had I known that I would have had such problems, I would have bought the camera in a regular shop. I feel that I must let you know what happened and ask for my deposit back as it is completely impossible for me to wait for a new gadget from your shop. I have already sent you in return the damaged camera.

Comentario [ST6]: Which gave my client a very bad image of me and also caused additional trouble to both my client and my company.

Comentario [ST7]: Wrong preposition

Comentario [ST8]: Excellent use of an inverted sentence

Comentario [ST9]: Why are you only asking for your deposit back? Why don't you ask for the full amount to be credited to your credit card?

I look forward to hearing from you

Yours faithfully,

Comentario [ST10]: Out of the question

Teresa Sale

Comentario [ST11]: Sent the damaged camera back to you