

General Training Writing Task 1 Sample 49:

You should spend about **20** minutes on this task.

You recently bought an item of clothing from a shop. You discovered that it had a fault and returned it to the shop for replacement or refund. However, the assistant told you that this was against the store's policy.

Write a letter to the store manager, explaining the problems you have had. Ask for a refund or exchange on the item.

You should write at least 150 words.

Sample Answer:

To the Manager,
A2A Fashion House,
Elizabeth Super Market.

I am, Nastaran, a regular customer of your store situated in Elizabeth supermarket building. I am very impressed with the unique and latest trendy collection of your store. I am writing this letter to inform you that my last shopping experience was not very satisfactory.

I bought a white colour top from your store on 14t April. When I tried it in the shop, it was perfectly alright. However, when I showed it to my roommate I realised that there is a stain on the back side of the top. It is such a big stain that it could not be ignored. I believe it was exchanged with the defective piece during the billing. I immediately went to the store to get it replaced. However, the assistant mentioned that once the item is sold it cannot be exchanged or refunded as per the store's policy. I completely understand it. However, it is unfair that a customer has to suffer due to the staff's mistake. I have not removed the price tag also from the top and it is clearly visible that the stain is very old.

I believe this matter deserve your immediate attention. I would appreciate if you could replace the top. It would certainly increase my confidence towards your customer care services as well.

Looking forward to your prompt action,

Nastaran