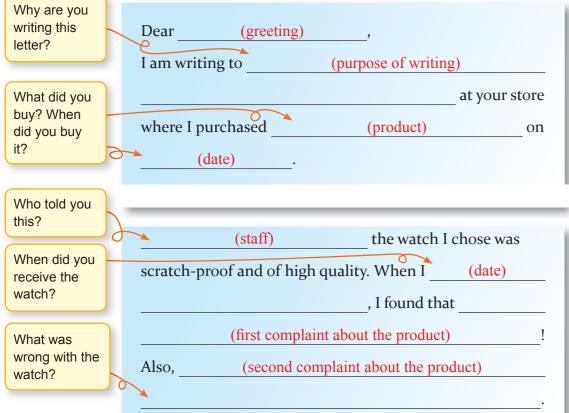


Now, you have to draft a letter of complaint to the Customer Service Manager of the online store.

Text Type: Letter of complaint Reader(s): Customer Service Manager Tense(s): Present & past tenses Tone: Formal Room 2703, Block 4, Sunshine Terrace, 15 Pak Fuk Road, Fanling, N.T. Customer Service Manager Treasure Hunt Online Store Limited 3/F, Sky Building, 38 Cameron Road, Kowloon 5th June 20XX



I called the customer service hotline immediately, but (first complaint about the service) She turned down my request for an exchange because (reason) Worse still, she (second complaint about the service)	What happened when you called the hotline to complain about the watch?
vvoise sem, site (second complaint about the service)	reject you?
I wanted to buy a watch for my dad for Father's Day but (feelings about the product and service) was also (feelings about the product and service) As compensation, I now ask for (first demand) I also (second demand)	Can you give one more example of the unprofessional service? Tell the recipient how you felt about the product and service.
(suggestions)	Do you demand any
(Suggestions)	compensation or have any suggestions?
I hope (demand for prompt action) and I can be contacted (contact details)	Ask for prompt action.
(ending)	
(close) ,	How can the recipient contact you?
Vincent	
Vincent Chan	End the letter politely.