

Sender's address

12 Priory Terrace
Bristol, BS120RJ

Mr David Martin
BrainBoost
PO Box 327861

Receiver's address

Date

8 January

Dear Mr Martin,

Beginning

INTRODUCTION
Reason for writing

Following our telephone conversation yesterday, I am writing to complain about the "BrainBoost special package" which I purchased from your company over the Internet six weeks ago.

Might be necessary to state who you are

MAIN BODY
Supporting sentences (examples, explanations)

I am dissatisfied with the product and service that I have received for a number of reasons. **Firstly**, having paid €5.95 postage and packing I was told that I would receive the course within forty-eight hours **whereas** in fact it took almost three weeks to arrive.

Different point in each paragraph

Your advertisement promised that the necessary exercises would be enjoyable and take only ten minutes a day to complete. **However**, I have calculated that in order to complete the exercises suggested, it would take closer to two hours a day. **Furthermore**, I totally fail to comprehend how these tedious exercises can be described as enjoyable, or suggest that they will "open up your imagination".

Finally, I have discovered that the vitamins and CDs which you describe as 'unique' can be purchased in my local supermarket for half the price that you charge.

CONCLUSION
Reestate the main point

I am of the opinion that your course has been a total waste of both my time and money, and demand a complete refund of everything that I have paid, including postage and packing.

Clearly state the action you want to be taken

Yours sincerely,

Philip Mortimer

Ending

Dear Sir, Madam

Yours faithfully