

Write a **letter of complaint** about a home security camera that stopped working after just two days since you bought it:

- a) Describe what is wrong with it.
- b) Write about your disappointment with the quality of the device.
- c) Describe the actions to take.

Dear Sir/ Madam,

I am writing to express my strong dissatisfaction with the home security camera I purchased on February 5th. To start with, two days after I **had the device installed**, it broke down and it has been impossible to get it to work again. Therefore, its quality is far from the expected one, given the fact that it costed more than \$1,000.

As a result, it has been more than a fortnight since my beach house, in which I do not live, has had no video vigilance. I phoned the company in order to ask for a technician to fix it, but that never happened despite being established on the camera guarantee that any kind of malfunctioning **would be completely covered**.

As you can imagine, I am extremely upset and I feel I **am entitled to a full refund**, otherwise I will consider taking further legal actions.

I look forward to receiving a prompt reply to this letter.

Yours faithfully,

Maitena Lois

32 Abbey Road
London
SW1 AEX
1st March 2021

Personal Security Ltd.
82, Board Street
Oxford, UK

Dear Sir/ Madam,

I am writing to complain about an item I bought a week ago in your online shop. I acquired a full remote security system to protect my beach house. The reference of my purchase is 123-456-789 ABAC.

The front door camera stopped working two days after I had bought it. It is **actually** not filming but when you reproduce the video you can hear the sound, so I infer what is broken is the lens.

I purchased the most expensive model, and, as the web said, the best item to secure my home. But only two days after the installation, it does not work properly. Due to this problem, my second home **could have been** in danger of burglary or vandalism.

I am really disappointed and unhappy with the service, so I would like to **get the device repaired** and a partial refund of my purchase. I hope this problem **can be solved** as soon as possible.

I look forward to your prompt response.

Yours faithfully,

Alba Pichel

Dear Sir or Madam,

I am writing to complain about the home security camera that I have recently bought from your store. My family and I are extremely disappointed with the low quality of our purchase.

The information that the store manager provided led us to believe that we were getting a high-quality home security camera. However, by the end of the first day, while checking out all the recorded images, we could barely see people along the street, as the camera was faulty. I have spoken multiple times with your store's customer service, but they refused to give me a solution.

Moreover, I had a business trip scheduled at that time and, therefore, this incident put the safety of my own family at risk, which is unacceptable. In view of the distress that we have experienced, I would appreciate a full refund of the cost and I trust that you will deal with this matter promptly.

I look forward to your reply.

Yours sincerely,

Megan Clarke

barely = hardly. Adv. apenas. *Through the dense fog we could hardly see anything.*

Confusing words: hard vs. hardly

hard: adjective. difícil, duro, fuerte, etc. *Diamonds are very hard. The exam was hard.* Adverb: duramente, afanosamente... *I work very hard for grammar.*

hardly: adverb: almost not. apenas. *I hardly slept on Monday.*

faulty: defective. Defectuoso.

scheduled: planned, on calendar, set on timetable. Programado, planeado, previsto