

EJERCICIO 1

ONLINE SHOPPING COMPLAINT

Situation: A few months ago you bought a number of items through the online shopping website printed below. Neither the items nor the service provided were what you had expected from the information on their website.

Write an e-mail to the manager of the company, explaining why you are unsatisfied with their service and products and demand whatever compensation or course of action you think appropriate.

Search

Enter your email for special offers

Signup

SHOP BY BRAND

SHOP HERE OR HERE

FREE Pretty makeup set
When you purchase 3+ items
until 4 April 2011
click for details

RELAUNCH! Extra
Special Discounts
Up To 45% Off
Click here for details

NEW! Fragrance
Super Specials
Up to 65% off
Click here for details

>Welcome
to the world's No.1 leader and seller of discounted
skincare, makeup, cosmetics and fragrance.

Biotherm
Chanel
Christian Dior
Clarins
Clinique
Elizabeth Arden
Estee Lauder
Guerlain
Lancome
Shiseido
more brands ...

UP TO 10%
extra off, each order
LOYALTY BONUS ...details

FREE SHIPPING
Skincare, Make Up, Body Lines
ANYWHERE IN THE WORLD
All Perfume, Fragrance, Cologne charge 10% of Sales but maximum AUD10.00
major cities: 4 - 6 posting days | other areas: 7 - 10 posting days

These are some of the problems you experienced with the service and items you purchased:

- ✓ Wrong products (not exactly what you had ordered)
- ✓ Products gone past their expiry date (you now have a skin problem)
- ✓ Shipping took a lot longer than advertised and it wasn't free
- ✓ Special discount advertised was not applied
- ✓ The free makeup set was not shipped (although you purchased more than 4 items within the specified date)