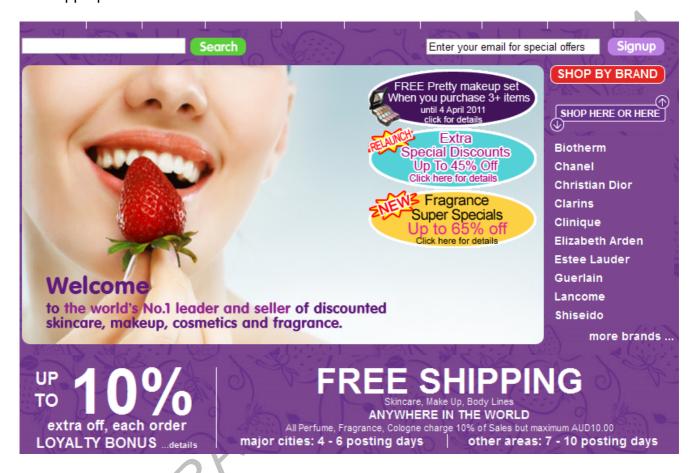
## **EJERCICIO 1**

## **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.



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)