**2019/11/27 湛江一中高三书面表达系列（10）**

假定你是李华，在国外网站订购了一件蓝色的T恤，你收到货后发现T恤是白色的，背上有一处红色污渍，客服电话却一直占线。请你用英语给网店老板Mr. Henry写一封投诉信，主要内容包括：1.陈述投诉原因；2. 提出解决方法；3.询问退货环节。注意：1.词数100左右；2.可以适当增加细节，以使行文连贯。

**Kelly’s version**

Dear Mr. Henry,

I’m Li Hua, one of your customers from China. How I hate to complain, but my first shopping experience in your online store turned out to be a nightmare!

Here goes the story. I eagerly opened the *package/parcel* across the Pacific, only to find a white T-shirt instead of the blue one I had ordered. Worse still, hardly could I believe my eyes at the sight of a red stain on the back of the “brand-new” product. How incredibly disgusting! What annoys me most is that I can never get through to your customer service. Having tried at different times of the day but in vain, I wonder if that forever BUSY service number is still valid in spite of the time difference.

I do hope immediate measures will be taken to solve the problem. It would be highly appreciated if you could have the dirty white T-shirt exchanged for the right one. Otherwise, *I want my money back/ I would like a full refund*. Besides, would you please make it clear to me how I can send it back to you and who will pay the postage? It’s obviously unfair for me to spend even a single penny on it since it’s the poor quality of your product and service *that is the trouble-maker/that has caused all the trouble.*

If only you could stick to the principle that customers are God! After wasting so much time on it, I’m looking forward to a proper solution, or rather, compensations.

Best,

Li Hua