### Aptis Writing Task 4 - Customer Service

Last week you received a package in the mail that you ordered a month ago from an international company:You bought this item as a present for a friend. You were planning on giving this gift to your friend when they came to town to visit. You friend has since gone home but you have decided to not cancel the order and keep the item for yourself. when the package arrives not only is it late but it is also broken.

Name:

Write an e-mail to your friend. Write about your feelings and what you are planning to do. Write about 50 words.\*

**Answer:**

Dear Peter,

Hope you are doing well. I am writing this letter to let you inform my planning that we will do together during your visit. My plan is to visit all historical place of Sylhet,

including all iconic place and natural landscape like Jaflong, Ratargul, Madhubkundo. The next day, we will try all local cuisine such as Satkora, versatile ‘vorta’ and different kinds of tea.

I hope, we will enjoy together the upcoming tour.

Regards  
Ahmad Sharif

Write an e-mail to the company's customer service department. Write about your feelings and what you would like to do. Write 120-150 words.\*

Dear Manager,

Hope you are doing well. I am writing this letter to you inform about a product that I bought from your online store on 10 February 2019. It was likely to reach at my door on 20 February 2019 which was informed to me. I would like to inform you that I bought this product as a gift for my friend who visited my house 2 days ago.

It is utterly disappointing to me that I could not able to hand over this product as a gift to my friend due to delay delivery. The most frustrating thing is, I found it was broken.

As I am sure you will understand, it is not acceptable to receive a broken product after a long wait . I would therefore like to request to refund my money as soon as possible.

I look forward to hearing from you.

Best Regards,

Ahmad Sharif