1. Questions
   1. Three weeks
   2. 5 weeks
   3. To prove his cause
   4. Replace the broken Pcs within 48 hours
   5. They would buy the Pcs elsewhere and break the relationship
2. Complete sentence
   1. Dissatisfied
   2. faulty
   3. Broken
   4. defective
   5. Poor
   6. Damaged
   7. Substandard
3. Comlpaint

Subject: WDR/107A

Address: [Konrad.Gries@pcs-schenk.de](mailto:Konrad.Gries@pcs-schenk.de)

Address: [Fiona.mctavish@frf.btx](mailto:Fiona.mctavish@frf.btx) Attachments: photo1.png

Dear Ms McTavish,

We have just taken delivery of the articles with the reference order no WDR/107A and we are sorry to inform you that we are dissatisfied with the quality of the products.

The goods were delayed delivered to us yesterday, 5 days later than expected. This caused a huge problem with our other costumers, which damaged our relations with them. They were not packed properly and 5 of the monitor have a defective screen. To prove our accusations please view the attached photographs. On examining the goods, we found that 12 Monitors were delivered in an incorrect size. We ordered them in 29” and the articles have a size of 23”. These Monitors need to be replaced alongside the other 5 broken Monitors.

We would welcome an explanation of the delay and the damage. We can only accept the 12 Monitors which need to be replacement with a discount of 30% as a compensations for the extra effort and delay. We need the broken monitors replaced as soon as possible. Please let us know immediately when we will be able to receive your replacement goods to inform our costumers.

We look forward to receiving your comments on this matter without delay.

Kind Regards

Konrad Gries