***Inglés IX***

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| Evidencia 2  Nombre: Natalia Benito Arcadio  Matricula:13657  Fecha:  11/12/2021 |

Santa Catarina, Nuevo León to November 12,2021

To whom it May concern:

The reason for my complaint is to notify you that yesterday I placed my order online with the number #125689 with a total amount of $ 8000.00 MXP, it happens that when they make the delivery of the order I realize that the items that are sent to me They sent with the driver in charge, it was not the merchandise that I asked for, for which I ask that it be justified because my order did not arrive on time and that was what happened with the requested order, I also state that the items such as fruits and vegetables Although it is not my order, I noticed that it came crushed and in poor condition, for that reason I also notify that if they are going to deliver my order in that state, I prefer to cancel and order in another branch since this is the first time that I supply in this store, being a frequent customer of you I have a bad taste in my mouth with your store.

He sent a cordial greeting and I await your response to this incident.

Sincerely

Valentina Rangel

**Note: Don´t forget to use the guidelines and formats studied during sessions 4,5 and 6**

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| Aspectos | Criterio | Ponderación |
| Formato y extensión | Se identifica el documento con el formato correcto requerido para el nombre del archivo.  El trabajo contiene portada con nombre del alumno y fecha.  La actividad está redactada en forma clara y concisa, se apega a la solicitud de extensión del contenido | 25 |
| Evaluación del contenido | Se desarrollan correctamente los puntos planteados. | 60 |
| Ortografía y redacción | La ortografía y la redacción es la adecuada | 15 |