**Writing**  
You recently bought a DVD player onlone whose disc tray gets stuck. Send an email to the company. In your email (120-150 words) you should:

* State when you bought it.
* Explain what the problem is.
* Ask for a replacement

Dear Mr.Smith ,

I am writing to complain about a DVD player which I bought online from your company.  
Two months ago I ordered the device and I  
received an approval e-mail that my purchase would be supplied by the end of the  
week.  Ten days later I did not received anything and I tried to connect with someone fromyour company but nobody answered to the all phone numbers  which  
had been posted on your official website.At the end of the second week I succeeded to speak to Mr. Jones who made an excuse on behalf of  your company and explained me that the approval e-mail was a mistake. He asked me to wait for my purchase a month more because this model was out of stock and could not be sent it earlier. I was not very glad to be aware of this fact but I accepted his offer.I hoped that it was the end of the problems with you but it was not the truth. Yesterday I received a DVD Player  and I realised that  the device could not read DVD disks. I checked  
the features of the DVD Player in the manual and it was written that it should read all  
type of disks.  
I would appreciate it if you could exchange the DVD Player with another one within one week. If you could not perform my request, please refund my account in the same term. I have enclosed  copies of my invoice and warranty.  You could contact me on 0697540232

Yours faithfully,

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