

ULAB 3162 QUIZ (15%)

Duration: 1 hour

Instruction: Read the situation and complete the task.

Situation

You are the person in charge of ordering computer hardware from Delta Computers. The items included twenty monitors and ten servers. Unfortunately, the items arrived a month late than the promised date of delivery. On top of that, two of the monitors were found defective. Delta Computers has been notified about the defects and promised to solve the issue promptly. However, no action has been taken to date. Additionally, there was a mistake on the price quoted in the invoice received. You called them to address the matters, but no one could find a record of your order.

Task

Write a complaint email within 200-250 words to Delta Computers about the matters. Your email should:

1. have a concise subject.
2. state the problems in detail.
3. state the actions needed to be taken by Delta Computers.
4. reflect professional tone.

Marks will be deducted for lifting directly from the question.