

APPETIT!

► Write a letter to a university or community college you are interested in attending, requesting information about admission requirements, course offerings, and anything else you want to know. Use the format and tips given above in drafting and presenting your letter.

Complaint *Purpose:* To exchange a sweater.

Audience: Sales manager of T. Eaton Co.

7 Rue Landry
Ste Justine-de-Dorchester, Quebec
H4T 1R8

November 20, 19XX

Mr. Timothy Eaton
T. Eaton Co. Ltd.
Rue Ste Catherine
Montreal, Quebec
H3H 5T6

Dear Mr. Eaton:

I am returning the hockey sweater you sent me on November 16 for an exchange or refund. Not only does it have the wrong team logo, but, as you can see, it fell apart after only one wearing.

On November 1, I ordered a Montreal Canadiens hockey sweater for my son through your Fall and Winter catalogue (item no. 402 067 32Y A, p. 247). The sweater that arrived two weeks later had the Toronto Maple Leafs logo. Although my son was very disappointed, I was willing to overlook the mistake and keep the sweater.

My son wore it once to play hockey, and the next day the material had disintegrated almost completely. You would think to look at it that a swarm of hungry moths had devoured it whole. However, nothing else in the drawer has been damaged, and I cannot imagine any moths, no matter how hungry, eating through a whole sweater so quickly. We have never had this trouble with the Canadiens sweaters you have sent us in the past. Clearly, the sweater was of very poor quality.

Please send a Montreal Canadiens sweater as quickly as possible. If you do not have any in stock, please refund my money. Kindly do not send another Maple Leafs sweater.

Thank you for your swift attention to this matter. My son looks forward to receiving his new sweater.

Yours truly,

Marie Carrier

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