

REKLAMACJA

A

WIDE ASSORTMENT OF OFFICE FURNITURE • BEST VALUE FOR MONEY



Sklep Meblowy MEBELKI

ul. Długa 82, 42-208 Częstochowa

Jack White
Selling Director

30 June 2012

Furniture' World Ltd.
28 East Avenue, Radcliffe
Manchester M26 3ED

Dear Mr White

Thank you for the prompt delivery of desks and desk chairs. However, on ^(a) the goods we found that there were 34 chairs instead of 40 ordered ones. The boxes were in perfect ^(b) . We ^(c) there must have been a mistake in making up the order at your store.

We have no choice but to ask you to ^(d) the missing goods immediately. We would like to remind you that ^(e) delivery was a firm condition of this order. Therefore please treat the matter as urgent.

Yours sincerely

Zygmunt Niewodźki
Purchasing Department Director

condition unpacking prompt assume dispatch

B

Dear Mr Jacobson

We are placing a quality claim for ladies' black coats which we ^(a) against order No. 735. On examining the goods we found that the finish and quality did not ^(b) with the samples supplied. The quality of all coats is ^(c) and some of them are dark navy instead of black.

We must ask you to ^(d) the coats by coats of the quality ordered.

When placing our order we stressed that we needed the coats for the winter season. If they do not reach us by the end of September we will have to ^(e) the order and find another source of supply.

Please look into this matter immediately.

Yours sincerely

Maria Fernanda Meza

correspond replace received cancel poor

5 READING

Poniższe zdania i zwroty należą do reklamacji (C). Ponumeruj je w takiej kolejności, aby powstał logiczny tekst.

..... On checking the goods we learned that there were several breakages in every box.

..... Dear Mr Skorupko

..... Please tighten control during the packing of the next consignment.

..... We have no choice but to ask you to decrease the value of this claim from the value of the next delivery.

..... Please look into this matter immediately.

..... Yours sincerely

..... We assume it happened due to inadequate packing.

..... I am writing to complain about the shipment of china plates we received on November 3.

..... We hope this sort of problem does not happen again.

..... Jane Fiddler