

# A Faulty Digital Camera

2E Bhavani Chandrasekar

Dear Sir/Madam,

I am writing to complain about a shop from which I bought a digital camera. The digital camera did not work, but the salesperson refused to change it.

I was attracted by a poster about a digital camera outside a shop called 'BC BEST CAMERA'. I talked to the salesperson of the shop and bought a camera. However, after I had taken the camera home, I found that it did not work. I took the camera back to BC BEST CAMERA, but the shopkeeper refused to change it for another one. I am not happy that the shopkeeper refused to change a product which did not work. I am also not happy that the shopkeeper yelled at me.

I hope the Consumer Council will look into the matter and follow up on the case. My phone number is 1234 6789, and please contact me at your earliest convenience. I look forward to hearing from you soon.

Yours faithfully,  
Chris Wong

**Teacher's Feedback:** You have explained your case clearly. You have also accurately followed the format of a letter of complaint. (Miss Lam Ka Ying)