40 P.

You have ordered something from your favourite online store. Some things went wrong with the order you placed. This is what the website promised:

- free delivery for orders over € 50
- delivered within 2-4 workdays
- additional 10% discount if you register for our newsletter
- special sale on selected products buy 3, pay 2
- free service hotline from 8am-8pm



You have decided to send an email to inform the company about your problems. In your **email** you should:

- explain why you like the company
- complain about what went wrong
- suggest how the company should react

Write around 250 words.

Notes (these will not be marked)