

2

Complaint about a broken TV.
Who contacts the supplier when an appliance breaks?

Who writes that letter?

Peter and Jane sit in the lounge.
Both look bored and look at the switched-off TV.

1

Peter Have you written that letter?

Jane What letter?

2

Peter The one about our TV.

Jane No, not yet.

3

Peter If you don't do it now, you can just as well
leave it.
It'll be too late.

Jane I know. But I just don't have the time.
Can't you do it?

4

Peter Why must I do everything?
You bought that piece of junk.
I told you not to buy it over the internet.

Jane But it was such a bargain.
At the local shop it would have cost twice
as much.

5

Peter Yes, you and your bargains.
It drives me crazy.
And I always have to sort out the.....

Jane Ok! Ok. I'll write that letter.
Can you get the invoice for me?

6

Peter Invoice? You had it!
Don't tell me you lost it again.

Jane It must be somewhere in that pile on the
desk.

2

Complaint about a broken TV.
Who contacts the supplier when an appliance breaks?

Who writes that letter?

7

Peter You find it.
I'm going to watch football now.

Jane Hahaha. And how are you going to do that
without a TV?

8

Peter Damn it!
Oh no, not that as well.

Jane You never help me with anything.

9

Peter Yeah yeah! And who phoned that shop and
spoke to that guy about the TV?

Jane You see, he'll remember you. Those guys
only do something if men contact them.

But Peter remains firm.

10

Peter Don't give me that crap..
Passing the buck are you!
Not this time.
You sort it out.

Jane Well, I guess I have to do it then.

Write a letter and complain about that TV.

11

Outline State that

1. you bought it on the internet and where;
2. what you already did to solve the problem;
3. what you want from them.