



Writing a Letter

Exercise 1. A Letter of Complaint

You bought an acre of land on the Moon from the on-line company [Lunar Land](#). However, you were not satisfied with the quality of your order when it arrived.

Look at the screenshots of the Lunar Land site and the notes which you have made (Page 2). Then **write a letter of complaint** to the manager of the company. Mention all the information from your notes and ask for a solution that will suit you.

Write about 150–180 words.



I bought this one.

Lunar Land Pledge was missing

My name is Helen Holmes, not Helen Homes!

Standard	Premium	Deluxe
		
\$29.99	\$39.99	\$69.99
1 Acre	1 Acre	1 Acre
Lunar Land Documents	Lunar Land Documents	Lunar Land Documents
Futuristic Packaging	Futuristic Packaging	Futuristic Packaging
	Name Printed on Deed	Name Printed on Deed
	Automatic Registration	Automatic Registration
		Framed - Lunar Deed

What's Included in our Moon Packages?



Lunar Land Map

Marks a dot showing the exact location of the purchased lunar land estate property by quadrant, lot number, latitude and longitude.

Lunar Land Deed

Legal document listing the actual location of the purchased lunar land property by quadrant, lot number, latitude and longitude.

Lunar Land Pledge

Outlines the functions and basic structure of the International Association Of Human Planetary Exploration (IAOHPE).

7. What guarantee do I have that you won't sell the same property twice? No property is sold twice. The land has been carefully mapped out and a database

Lie!
My friend has a map with the same details!