

## **A LETTER OF COMPLAINT**

### **A Letter of Complaint – The Dead Parrot**

Write a letter of complaint to the shopkeeper's boss. Use at least three expressions from the list.

If you haven't seen the video, think of any other faulty goods and write the letter of complaint to a supplier or manufacturer. Use at least three expressions from the list.

*Product liability*

*Exemption clauses*

*Intermediate stipulations*

*Merchantable quality*

*Implied terms*

*Time of the essence*

*To discharge a/the contract*

*To waive a/the right*

Useful links how to write a letter of complaint:

[www.infoplease.com/ipa/A0002121.html](http://www.infoplease.com/ipa/A0002121.html)

[http://elc.polyu.edu.hk/cill/eiw/complaint\\_letter\\_constructor.htm](http://elc.polyu.edu.hk/cill/eiw/complaint_letter_constructor.htm)

<http://www.tradingstandards.gov.uk/cgi-bin/calitem.cgi?file=ADV0006-1011.txt>