

# IELTS WRITING-Defective Mobile Phone Complaint S14GT1



### WRITING TASK 1(Complaint Based Letter)

You should spend about 20 minutes on this task.

You recently purchased a mobile phone online, but it has several defects and does not meet your expectations.

Write a letter of complaint to the customer service department of the online store. In the letter

- describe the product you purchased and mention the specific defects
- explain the inconvenience and disappointment caused by the defective product
- request a refund or replacement for the faulty mobile phone

Write at least 150 words.

You do **NOT** need to write any addresses.

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