



4 Writing

Situation: After seeing the following advertisement, you decided to buy the product advertised:

- Over 2 hours of high-quality digital video.
- Support for widescreen movies on standard or widescreen TVs (16:9 aspect ratios).
- 8 tracks of digital audio (for multiple languages, commentaries, etc.), each with as many as 8 channels.
- 32 subtitle/karaoke tracks.
- Automatic seamless branching of video (for multiple story lines or ratings on one disc).
- 9 camera angles (different viewpoints can be selected during playback).
- On-screen menus and simple interactive features (for games, quizzes, etc.).
- Multilingual identifying text for title name, album name, song name, cast, crew, etc.
- Instant rewind and fast forward (no *Be kind, rewind* stickers and threats on rental discs)
- Instant search to title, chapter, music track, and timecode.
- Durable (no wear from playing, only from physical damage).
- Not susceptible to magnetic fields. Resistant to heat.
- Compact size (easy to handle, store, and ship; players can be portable; replication is cheaper than tapes or laserdiscs).

Russell DVD STAR CP14



£58

Russell Ltd.
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Hull
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However, you are not completely satisfied with it and write to the company to complain.

Write a letter of complaint to the manufacturer of the product. Your letter should contain at least two of the following points and one other aspect.

- Mention some details from the advertisement
- Give your reasons for buying the product
- Outline the problems you had
- Say what you want the company to do.

*Before starting the letter, decide on **the order** in which you think points should be included as well as an appropriate **introduction** and **close**. Include **your address** and **the address of the company**, also the **reference line**, **date**, **salutation** and **closing formula**.*

*You have 30 minutes in which to write the letter.
Please write 150–200 words.*