

**Directions:**

Suppose you have found something wrong with the electronic dictionary that you bought from an online store the other day. Write an email to the customer service center to

- 1) make a complaint, and
- 2) demand a prompt solution.

You should write about 100 words on ANSWER SHEET 2.

**Do not** sign your own name at the end of the letter. Use “Zhang Wei” instead.

**Do not** write your address. (10 points)