

You recently went shopping at the local When you got home and studied your bill you found that you have been charged for items you did not purchase.

Write a letter to the supermarket manager explaining what has happened. Tell the manager how you feel about the error and ask him to do something about it."

Answer:

EL HAYAA Supermarket
P.O. Box 2774
Abu Dhabi
United Arab Emirates
25 October 2004

Attention: Supermarket manager

Dear Sir,

Subject: Error in Bill No. 2554, dated 24 October 2004

I am writing in reference to an error I just noticed in my bill issued from your store. The bill number is 2554, dated 24 October 2004 and the cashier is Mr. Akbar.

I discovered that some additional items -which I did not purchase- have been comprised in the bill. Details of these items **are as follows:**

- Coffee Gloria Jeans, item # 2650, price : Dhs 60.00
- Frozen meat, item # 4599, price: Dhs 70.00

These items caused an excess in the bill amount by Dhs 130.00

I am astonished from such error, as I am a regular customer to your store, and it is the first time I encounter such incident.

I would be grateful if you could arrange **a rectification for that error.** I could have a couple of recommendations in that regard : Either you refund me back the excess amount, or deduct it from my next bill. Please notify me whichever solution suits you better, or of any alternatives.

Should you require any clarification, please do not hesitate to contact me.

Thank you, and anticipating your early response.

Yours faithfully,

Sherif Fam
Mobile: 050-8765432

Comment: This nice letter is from Sherif in Dubai. The organization is nice. The details are justly provided. Further, there are accurate usages of formal letter chunks.