

Please turn over for Exercise 5.

Exercise 5**Question 16**

You recently bought an item online. There was a problem with it.

Write an email to a friend about the problem.

In your email you should:

- explain why you bought the item
- describe the problem with the item
- say what you are going to do about it.

Write about 120 to 160 words.

You will receive up to 6 marks for the content of your email, and up to 9 marks for the language used.

