

Discussion:

- 1) Do you prefer to shop online or in actual shops?
- 2) What are the benefits / disadvantages of both?

Editing Texts:

- What is the purpose of this email?
- What information is the writer trying to get across?
- Are they successful?
- Is this an example of good / bad writing?

Dear Customer.

Thanks for your e-mail, these are imported products, under normal , it will take 15-20 working days to arrive, I'm sorry to hear that you still have not received it , we contact with Logistic agent today, and have Urged them to send this package as soon as possible, now could you please check the delivery address:

Mrs XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXX

If the address is correct, could help you to wait 2 days, when 2 days have passed, in normal it will be put in your mail box directly , could you please attention for this , my customer ,if days past , you still have not received, send me an e-mail, we will issue refund to you immediately, that's ok? if you have something to this purchase, please send me email, we will solve it immediately. we are always here for you.

Keep in touch!

Best regards,
XXXXXXXXXXXXXXXX

Editing:

In order to edit this letter, you will need to consider the following:

- Errors (spelling / grammar)
- Style (formal / informal)
- Register (words / expressions that just do not belong here)
- Punctuation.
- Information that is just irrelevant and doesn't need to be said.

Possible answer:

Dear Customer,

Thank you for your e-mail. Unfortunately, as these are imported products, under normal circumstances, they can take from 15 to 20 working days to arrive. However, I am very sorry to hear that you still have not received your items.

We have contacted our agent, and have urged them to send this package as soon as possible. Could you please confirm the delivery address below?

Mrs XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXX

If the above address is correct, you should receive your items within two days. If you do not receive them within 2 days, please contact me by e-mail and we will issue a full refund to you immediately.

If you have any further questions or would like to discuss this further, please do not hesitate to contact me. We are always happy to help.

Best regards,
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