

## Business Letter

**Directions:** Write a business letter about the situation described below. Read ALL the information carefully before you start to write.

**The Situation:**      Item Purchased: CD, Lil Wayne, Tha Carter IV

Purchased from: Record Riot

Problem: When you opened the album, you discovered that the CD was scratched. You returned to the store and were informed that absolutely no refunds or exchanges were given for CD's that had been opened.

**Your Task:**              Write a business letter concerning this situation to : Record Riot, 8 E. Fordham Rd., Bronx, NY 10458.

Use an acceptable business letter format.

In your letter be sure to:

- Explain the situation.
- Explain what you want the store to do for you.
- Give complete and correct information.
- Use acceptable business letter format.

Before you begin to write, ask yourself the following questions:

- Who is my audience?
- What is my purpose?
- What is my tone?