

**Do biura podróży z żądaniem zwrotu pieniędzy:**

Flat 3,  
Nesbit Lodge,  
Goldsmith Crescent  
BATH  
BA7 2LR  
16/8/00

The Manager  
Summersun Ltd  
3 Travis Place  
SOUTHAMPTON  
SO19 6LP

Dear Sir,  
Re: Holiday booking ref p142/7/2000  
I am writing to express my dissatisfaction with the self-catering accommodation provided for my family at the Hellenos Holiday Village, Samos, Greece, from 1-14 August 2000.  
On arrival, the accommodation had not been cleaned, the refrigerator was not working and there was no hot water. These problems were pointed out to your resort representative Marie Finch, who was unable to resolve them to our satisfaction. We were forced to accept a lower standard of accommodation, despite having paid a supplement for a terrace and sea view. This detracted significantly from our enjoyment of the holiday.  
I would appreciate it if you would look into this matter at your earliest convenience with a view to refunding my supplement and providing appropriate compensation for the distress suffered.  
Yours faithfully,  
*Patrick Mahon*

**Do banku w sprawie nienależnych odsetek:**

23 St John Rd  
London EC12 4AA  
5th May 2000

The Manager  
Black Horse Bank  
Bow Rd  
London EC10 5TG

Dear Sir,  
I noticed on my recent statement, that you are charging me interest on an overdraft of £65.  
I assume this is a mistake, as I have certainly had no overdraft in the last quarter.  
My account number is 0077-234-88. Please rectify this mistake immediately, and explain to me how this could have happened in the first place.  
I look forward to your prompt reply,  
Yours faithfully,  
*Dr J. M. Ramsbottom*

**Zażalenie z powodu opóźnień:**

19 Colley Terrace  
Bingley  
Bradford  
Tel: 01274 223447  
4.5.00

Mr J Routledge  
'Picture This'  
13 High End Street  
Bradford

Dear Mr Routledge,  
I left a large oil portrait with you six weeks ago for framing. At the time you told me that it would be delivered to me within three weeks at the latest. Since the portrait has not yet arrived I wondered if there was some problem?  
Would you please telephone to let me know what is happening, and when I can expect the delivery? I hope it will not be too long, as I am keen to see the results.  
Yours faithfully,  
*Mrs. J J Escobado*

**Zażalenie z powodu źle wykonanej pracy:**

112 Victoria Road  
Chelmsford  
Essex CM1 3FF  
Tel: 01245 33433

Allan Deal Builders  
35 Green St  
Chelmsford  
Essex CM3 4RT  
ref. WL/45/LPO 13/6/2000

Dear Sirs,  
I confirm my phone call, complaining that the work carried out by your firm on our patio last week is not up to standard. Large cracks have already appeared in the concrete area and several of the slabs in the paved part are unstable. Apart from anything else, the area is now dangerous to walk on.  
Please send someone round this week to re-do the work. In the meantime I am of course withholding payment.  
Yours faithfully,  
*W. Nicholas Cotton*