

## The Language of Complaint-handling - with prepositions!

- 1 I would like \_\_\_\_\_ apologize \_\_\_\_\_ the delay \_\_\_\_\_ answering your letter.
- 2 I am writing to express our regret \_\_\_\_\_ the problems you have encountered.
- 3 I note that you have recently experienced some problems \_\_\_\_\_ delivery.
- 4 I would be glad if you could describe your problems \_\_\_\_\_ more detail.
- 5 I am sorry that you have so far received no explanation \_\_\_\_\_ the oversight.
- 6 The delays are due \_\_\_\_\_ a fire \_\_\_\_\_ our factory.
- 7 I understand that there are some issues \_\_\_\_\_ the handling \_\_\_\_\_ this problem.
- 8 I am sorry that these goods did not arrive \_\_\_\_\_ the agreed deadline.
- 9 The cause \_\_\_\_\_ the delay was the strike \_\_\_\_\_ Austria.
- 10 I regret that there has occurred this breakdown \_\_\_\_\_ communications.
- 11 I very much hope that you are satisfied \_\_\_\_\_ the progress that has been made.
- 12 I am confident you will see a big improvement \_\_\_\_\_ quality.
- 13 The delay was caused \_\_\_\_\_ industrial problems \_\_\_\_\_ Turkey.
- 14 I note that you are concerned about a mistake \_\_\_\_\_ invoice n° 46723.
- 15 I am confident that the replacement goods will arrive \_\_\_\_\_ good time.
- 16 Thank you \_\_\_\_\_ your letter outlining your concerns \_\_\_\_\_ this matter.
- 17 We very much regret that you have had problems \_\_\_\_\_ the pumps you ordered.
- 18 I regret that some goods were sent \_\_\_\_\_ error \_\_\_\_\_ your Geneva depot.
- 19 I am happy \_\_\_\_\_ inform you that the goods you ordered will be with you \_\_\_\_\_ the end of the week.
- 20 I am writing \_\_\_\_\_ inform you that we are urgently seeking a solution \_\_\_\_\_ your problems.
- 21 This concession is conditional \_\_\_\_\_ payment \_\_\_\_\_ full \_\_\_\_\_ 30 days.
- 22 I note your comments and am pleased to be able to offer you a further discount \_\_\_\_\_ 2,5% \_\_\_\_\_ this product.
- 23 I am writing \_\_\_\_\_ express our regret \_\_\_\_\_ the error \_\_\_\_\_ the invoice \_\_\_\_\_ the pumps you ordered \_\_\_\_\_ us.
- 24 I have passed your letter \_\_\_\_\_ complaint \_\_\_\_\_ our Sales manager, \_\_\_\_\_ whom you will hear very shortly.
- 25 I note that you are unhappy \_\_\_\_\_ the way your problems have been handled \_\_\_\_\_ our Sales Department.
- 26 I am sorry \_\_\_\_\_ hear \_\_\_\_\_ the problems that have occurred \_\_\_\_\_ this item.
- 27 I would like to point \_\_\_\_\_ that the breakdown of your machine occurred \_\_\_\_\_ the warranty period.
- 28 I note your concerns that the technical specifications \_\_\_\_\_ the product delivered differ \_\_\_\_\_ those you were originally given.
- 29 I emphasize that all our products conform \_\_\_\_\_ the highest quality standards.
- 30 \_\_\_\_\_ inspection of the goods you returned \_\_\_\_\_ us I can confirm that some \_\_\_\_\_ the items were sent with inadequate packaging, and I apologize \_\_\_\_\_ this error.