



Task Title: Write A Business Letter to Request A Refund

OALCF Cover Sheet – Learner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes No

Goal Path: Employment Apprenticeship

Secondary School Post Secondary Independence

Task Description: The Learner will write a business letter to request a refund.

Main Competency/Task Group/Level Indicator:

- Communicate Ideas and Information/Write continuous text/B2.2

Materials Required:

- Pen/pencil and paper and/or digital device

Learner Information

Companies regularly purchase equipment to be used on the job. Sometimes this equipment is faulty or does not operate properly. When this happens, an employee needs to contact the seller to fix the problem. The solution could be either for the seller to replace the defective equipment or to provide the company with a refund.

Read the "Scenario" below.

Scenario

The Networking Experts Company has purchased ten company cell phones from Oz Corp. Electronics. They have used these products in the past and have never had a problem with them. However, during calls one phone's speaker is making crackling noises. After testing all of the other phones purchased, only one is defective.

The phones were purchased on September 1, 2024 and you have the receipt. Today is September 20 and there is a 30-day warranty for refunds or replacements on this product.

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Work Sheet

Task 1: Write a brief business letter requesting a refund from Oz Corp. Electronics for the defective product.

Answer:
