

## SOLUTION to Complaint in writing Choose the correct term

- 1 **was delivered** (because it said yesterday, so is a completed action in the past)
- 2 **by** (because North Sea Cargo made the delivery)
- 3 **containing** (the wording. In order to use "contained", the rest of the sentence would have been "...the ceiling tiles *and* reached us in good condition.")
- 4 **Upon** (standard term used in such a situation, when you expected one thing, but discover another)
- 5 **discovered** (it is a completed action in the past)
- 6 **badly** (an adverb is used because it describes a verb)
- 7 **because** (because of the wording. In order to use "due to" the sentence would have been "...*the fact that* the cardboard boxes were..."  
OR "...the cardboard boxes *being* roughly...")
- 8 **in** ("in transit" is a standard term)
- 9 **As** (standard term)
- 10 **Since** (standard term)
- 11 **to** (standard term)
- 12 **mid-May** (to use the other, it should have been "*the middle of* May")
- 13 **by** (standard term)
- 14 **at** (standard term)
- 15 **will deal** (as it is a future action)
- 16 **receiving** (standard term)