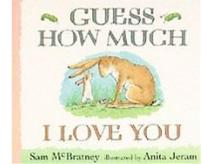


Name _____

Hour _____

Formal vs. Informal Language

While visiting your grandparents, you and your grandma come across a book she used to read to you all the time. *Guess How Much I Love You* is a book that has special memories.



Later that evening you were online and saw an ad from Amazon for a necklace. It was perfect! Grandparents' Day is September 7, and you have a little change in your pocket from mowing yards all summer. Your mom and aunt thought it was a fabulous idea, and Mom helped you order the necklace.

Sterling Silver "I Love You To The Moon and Back"
Two Piece Pendant Necklace, 18"

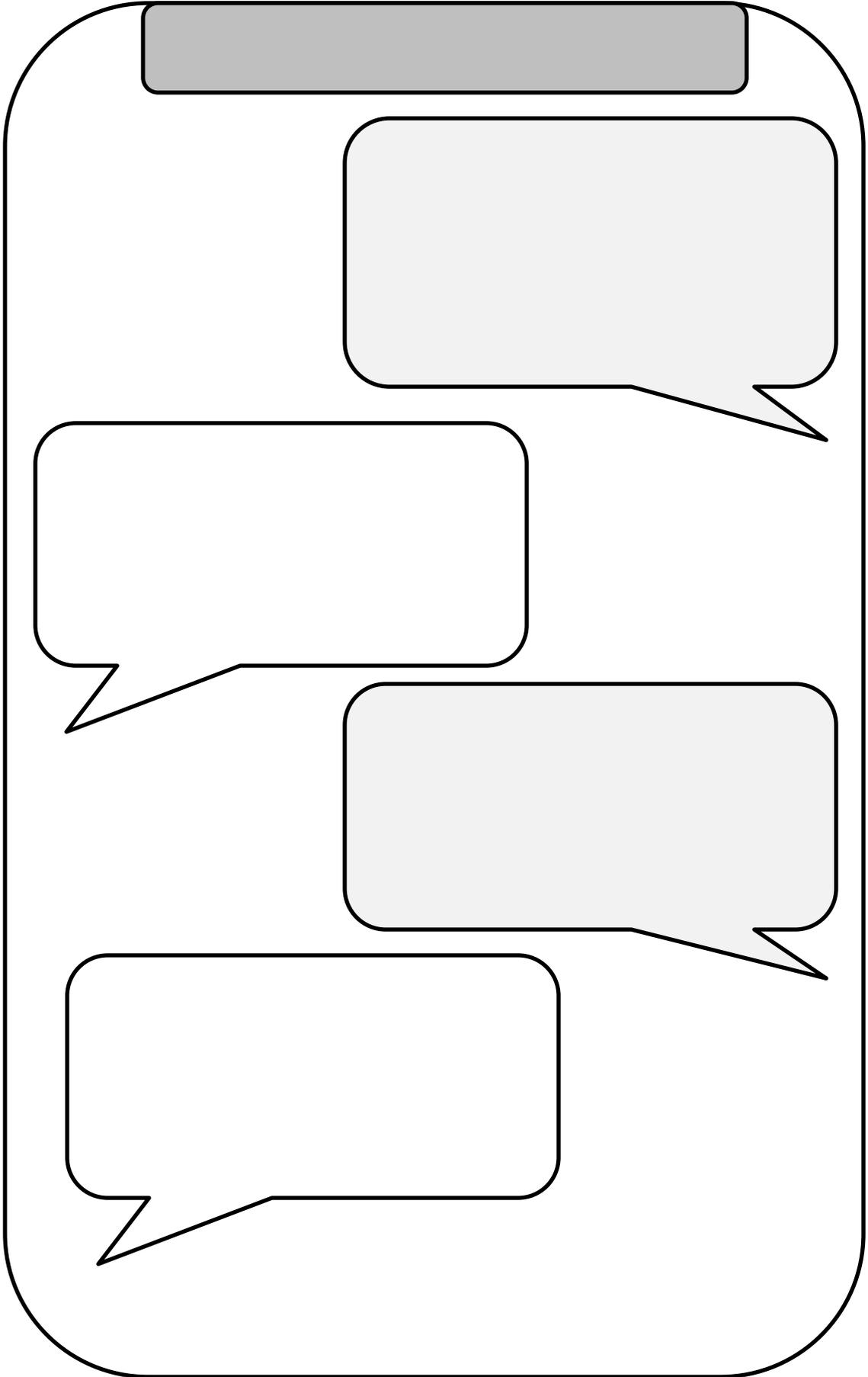
When the package arrived in the mail, you ripped it open to find a skull and crossbones necklace. This was not something you could give to your grandma! She would think the exhaust fumes from all that summer lawn mowing had gone straight to your head.



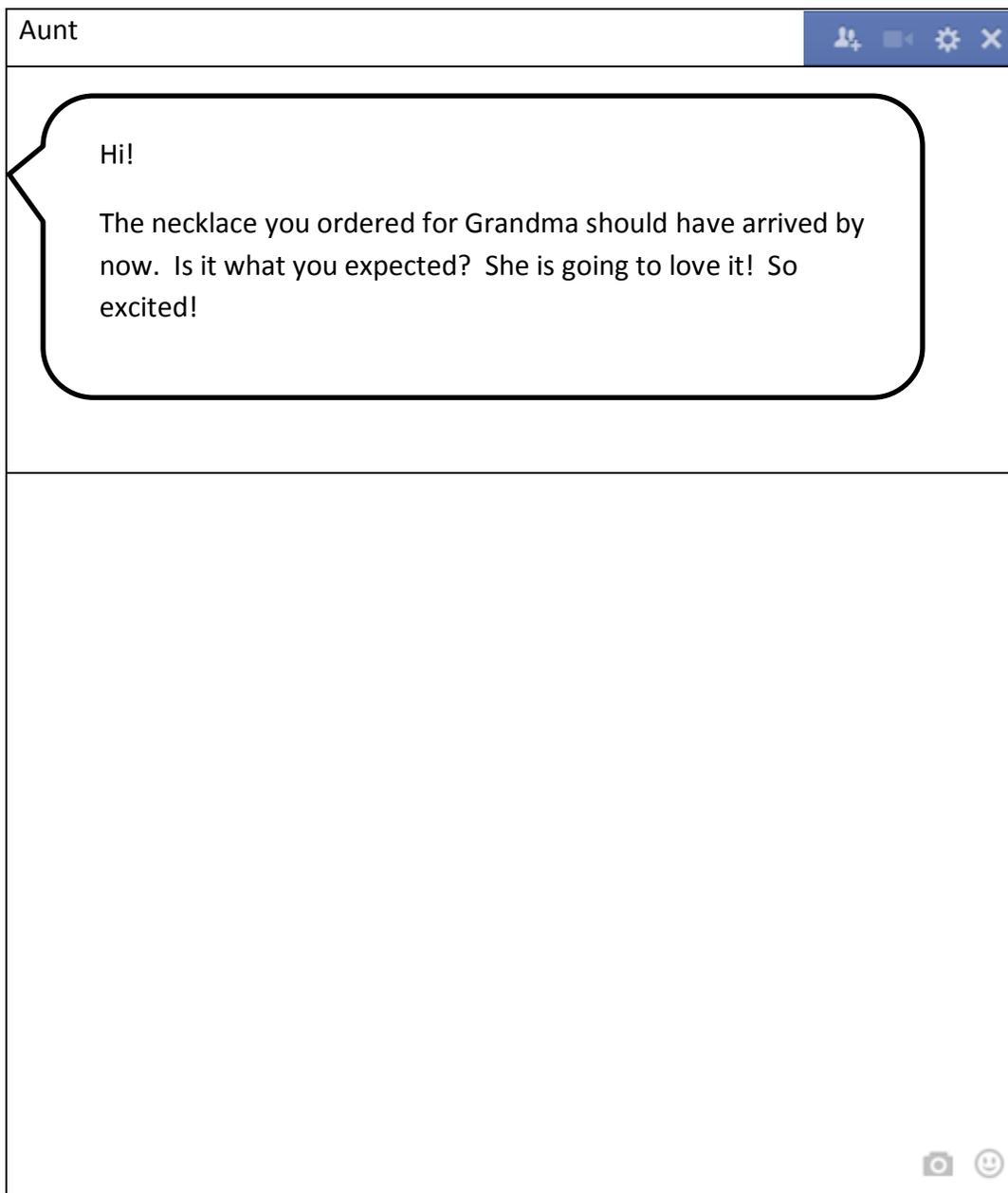
Wooden Skull & Crossbones
Pendant W/ Cord Necklace

When you asked your mom what to do, she explained that you would have to write to Amazon and explain why you needed to return the necklace. That didn't sound like fun, but then neither did handing your grandmother a necklace that looked like it had been retrieved off of a pirate.

Of course, the first thing you do is text your friend about what happened.



After texting with your friend, you check your Facebook account. Your aunt sent you a PM (private message). Your aunt is a little technology challenged. You know if you use text language, you are going to spend a lot of time telling her what all the abbreviations mean.



Later that night your dad helps you pull up the page on Amazon where you can request a return.

Reason for Return:

Different from what was ordered.



Provide more information so we can resolve this issue:

Luckily, Amazon resolved your issue quickly. The correct necklace was in your mailbox before Grandparents' Day. Your grandma's face when she opened the present was worth all of the formal writing you had to do!