

Underline the correct or most appropriate word:

EMAIL 1

I am writing with (1) connection/ reference/ regarding to our telephone conversation this morning about your order 7895LG. I must (2) regret/apologize/ sorry for the delay in processing this order. I can confirm that the goods have been shipped and should (3) arrive/reach/deliver you within 10 working days. We have taken special (4) care/attention/caution to make sure that the items are exactly as you requested.

Once again, please (5) take/have/accept our apologies. If you have any further questions, do not (6) stop/fail/hesitate to contact me again.

EMAIL 2:

I was (7) sorry/unhappy/afraid to hear about the damage to the products that you received this morning. However, I am (8) afraid/apologize/regret that we cannot (9) accept/except/have responsibility in this (10) topic/material/matter. All our products are (11) controlled/checked/looked very carefully before leaving the factory, and the damage in this case must have been caused in transit. I (12) propose/suggest/tell that you contact the shipping company directly about possible compensation.

In the meantime, we can ship the same order to you again, if it would help. If you give us a firm instruction to do so, (13) until/by/within the next few days, it should reach you (14) until/ by/ within the end of the month.

EMAIL 3

I am writing to you (15) affecting/ connecting/ concerning the meeting that we (16) combined/ appointed/ arranged for this Friday. I am afraid something urgent has come up and I will not be able to attend. Can we (17) cancel/ postpone/ schedule the meeting until next week? I can make any time Wednesday or Thursday.

I apologize for any (18) disadvantage/inconvenience/unfortunate this may cause, and I (19) look forward/ wait/ anticipate to (20) hear/hearing/know from you.

Source: Onestopenglish.com