Write ***1*** next to the phrases used to tell ***what went wrong*** and ***2*** next to the ones used to say ***what you'd like to happen***.

1. What went wrong.
2. What you'd like to happen.

I must insist on a full refund.
I hope you can make sure this does not happen again.
The delay was unacceptable.
There seems to be a problem with my battery.
When I checked the item, I found that it was damaged.
There is an error in the bill.
I trust that you will replace the item.
I would be grateful if you could look into the matter.