

## Vocabulary

### A. Complete the sentences with the following words.

*repair    replacement product    greet    receipt    travel costs*

- 1 Companies usually compensate the products by giving a .....
- 2 Some companies might also pay for the customer's .....
- 3 Companies need the original ..... to process the return.
- 4 The companies ..... the customers with a smile.
- 5 All companies offer free ..... on all purchases.

## Grammar

### B. Circle the correct answer.

- 1 The companies offer to replace the *unsatisfied* / *unsatisfactory* products.
- 2 This shirt is *too* / *enough* small for me. Can you replace it?
- 3 Are you *satisfied* / *satisfying* with the product?
- 4 You should write a *brief* / *summary* explanation on the return form.
- 5 The stereo *doesn't* / *isn't* worth the money.

## Content

### C. Match the sentences to the responses.

- |   |                                                   |       |
|---|---------------------------------------------------|-------|
| 1 | Why can't I return the product with the warranty? | ..... |
| 2 | Why do you want to return this shirt?             | ..... |
| 3 | Why aren't you satisfied with this mobile phone?  | ..... |
| 4 | Where did you buy these shoes?                    | ..... |
| 5 | How can I replace this t-shirt?                   | ..... |

- |   |                                                     |
|---|-----------------------------------------------------|
| A | Because there are two holes in it.                  |
| B | Just go to the service department with the receipt. |
| C | It doesn't show that you bought it from our shop.   |
| D | Because I cannot connect to the internet.           |
| E | From one of your shops in another city.             |

### D. Put the dialogue in the correct order.

.....I'd like to return this mp4.  
.....I'm sorry sir. You can't return it without the original receipt.  
.....Welcome to Electroplanet. Can I help you?

.....Okay. Have you got the original receipt with you, please?

.....Sorry, I don't have it. I have the warranty.

**E. Answer the questions.**

- 1 Why do people return products?
- 2 Is the customer always right?
- 3 Do the service departments always greet people with a smile?
- 4 Is there a time limit to return the products?
- 5 Is it always possible to get a refund instead of a replacement?