

## Complete the dialogue.

you'll have to wait three to four weeks before you receive it.

I'm afraid we've got a problem.

I can either send you a credit note

If you are ordering from us again

Well, we've got two options.

I'll arrange that for you

Oh! I'm sorry about that.

**Shane:** OT Components. How may I help you?

**Magda:** Good morning, This is Magda Zawadski from Fortuna in Poland. We recently ordered some components and \_\_\_\_\_ We ordered 15 but you sent 50!

**Shane:** \_\_\_\_\_ How many have we charged for in the invoice?

**Magda:** You charged for 50. And unfortunately, we have paid by automatic payment. So, it means we have paid too much.

**Shane:** Yes, I see. \_\_\_\_\_, or I can request the accounts department to refund your money. \_\_\_\_\_, it'll be easier to send you a credit note. If I arrange a refund, \_\_\_\_\_.

**Magda:** Well, we probably won't order from you again for two to three months. So, it's better if you refund the money.

**Shane:** OK, that's no problem. \_\_\_\_\_ I'll arrange that for you. And I'll also ask our distributor to collect the extra units that you don't want.

**Magda:** OK, thank you very much.

**Shane:** I'm sorry about the mistake. Please accept our apologies.