

Exercise 1:

Match the words with their meanings.

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| 1. refund | a. person who buys |
| 2. broken | b. not working |
| 3. receipt | c. fix something |
| 4. customer | d. money back |
| 5. repair | e. proof of (instance of buying something for money) |

Exercise 2:

Choose the correct answer.

1. The phone is not working. It is _____.

A. broken B. happy

2. I want my money back. I want a _____.

A. refund B. repair

3. This paper shows I bought it. It is a _____.

A. receipt B. product

4. The product is not working correctly. It is _____.

A. (not working correctly) B. cheap

Exercise 3:

Complete the (series of words that make sense and that have a subject and a verb) with the correct words.

1. There is a _____ with my phone.

2. The screen is _____.

3. I want a _____.

4. I will _____ the product to the shop.