

EXTRA LISTENING 2

Questions 1 – 10

Complete the form below.

Write **NO MORE THAN TWO WORDS AND /OR A NUMBER** for each answer.

COMPLAINT RECORD FORM	
Name :	Susan Yorke
Address:	Flat 1 1. _____ Harchester HA6 5LD
Daytime telephone number:	_____
Purchase reference number:	2. _____ 8443
Date of purchase:	15 th January
Item description:	Aqua Powershot digital camera in a 3. _____ colour
Insurance?	Yes, has a 4. _____ policy
Details of complaint:	5. _____ missing Should be 6. _____ but isn't 7. _____ on case
Action to be taken	If repair not possible, offered to provide a 8. _____, but customer requests a 9. _____ Asked customer to send item to 10. _____