

Name: _____

Making Complaints

use the words from the box to complete the sentences.

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1. Excuse me, I'd like to _____ these books. How much do they cost?
2. Saying you're sorry doesn't _____ the bad things you did.
3. This TV isn't working. I would like a _____ please.
4. Wow! What a great price! They have a 50% _____ on everything at the store.
5. If you bring your _____ I can exchange this shirt for a different one.
6. There's a _____ because I didn't order the steak. I ordered the fish.
7. For those three _____ : the milk, a dozen eggs, and bread, it'll be \$50 bucks.
8. It's not a good idea to spend the money now. Let's _____ for another week.
9. The manager gave me a wonderful _____ because the service and the food weren't very good.
10. Sometimes it is necessary to make a _____ especially if you have a problem with the services.
11. I have a lot of _____ with my new headphones. I think I should buy a different pair.

items receipt, hold off
complaint, purchase discount
sale refund make up for
mix up issues