

- 4 Fill in the blanks with the correct words and phrases from the word bank.

Word BANK

customer service refunds replacement
warranty model number

- 1 Good _____ keeps customers coming back.
- 2 If a product is broken, customers may get a _____.
- 3 The make and _____ of the stereo is printed on the box.
- 4 The returns department also gives _____.
- 5 Do you have a copy of the _____?