

Making a complaint

Ex. 1. Dopasuj wady do towarów:

Part 1

1. The screen is scratched.	A) shirt
2. It's cracked.	B) book
3. It's past its sell-by date.	C) laptop
4. One of the pages is torn.	D) bag
5. They're the wrong size.	E) milk
6. There's a stain on one sleeve.	F) shoes
7. The zip is broken	G) mug
8. One of the parts is missing.	H) self-assembly bookshelf

Part 2

1. It keeps crashing.	A) a personal computer
2. The keyboard does not work	B) a jumper
3. It shrank in the wash	C) a CD
4. It is scratched.	D) a fridge
5. They are past their sell-by date	E) a pair of shoes
6. Several pages are missing.	F) a book
7. They are not the size I ordered.	G) a box of chocolates

Ex. 2. Uzupełnij drugie zdanie w każdej parze tak, aby znaczyło to samo co pierwsze. Użyj wyrazu zapisanego obok wielkimi literami.

1. I'm afraid the washing machine is faulty. WORK
I'm afraid the washing machine _____ very well.
2. I'd like to receive a refund. MONEY
I'd like to get _____ back.
3. Could you replace the jeans? EXCHANGE
Could you _____ for a new pair?

Ex. 3. Wybierz właściwy wyraz.

1. What's wrong to / for / with it?
2. Do you have / get / keep your receipt?
3. We can exchange it to / for / with a new one.
4. I bought this last week but it doesn't / isn't / hasn't work.
5. I think it's fault / faulting / faulty.
6. I'd / I'm / I like a refund, please.

Ex. 4. Uzupełnij dialogi, wstawiając poniższe wyrazy:

exchange receipt fit scratched replacement refund

C: Excuse me. I bought this CD yesterday, but it's _____.

SA: I'm sorry about that. Would you like a _____?

C: No, thank you. I've changed my mind about it.

I'd rather have a _____.

SA: Do you have your _____?

C: Yes, I do.

SA: All right. That shouldn't be a problem.

C: Excuse me. I bought these shoes yesterday,
but they don't _____.

SA: Have you worn them outside?

C: No, I haven't.

SA: Would you like to _____ them for a different size?

C: Yes, please.

Ex. 5. Uzupełnij dialog, wstawiając poniższe wyrazy:

back complaint exchange manager receipt refunds return

C: Good morning. I'd like to make a _____. I bought these shoes here a week ago and the heel's come off. I'd like to _____ them, please.

SA: Let me see. Er yes, they don't look too good.

Have you got a _____ for them?

C: I do. Here it is.

SA: Would you like to _____ them for another pair?

Just like this one, or perhaps this beautiful new style?

C: No, thank you, I'd like to have my money _____, please.

SA: I'm afraid we don't give _____.

C: Excuse me?! I'd like to talk to the _____, please.