

## 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.

- What's wrong to / for / with it?
- Do you have / get / keep your receipt?
- We can exchange it to / for / with a new one.
- I bought this last week but it doesn't / isn't / hasn't work.
- I think it's fault / faulting / faulty.
- 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.