

UNIT 4 – LESSON 4: Responding to a face-to-face complaint

Complete the conversation with the phrases from the box.

can give did you help you I'll order the problem you can choose

Hello. How can I

1 _____?

Well, I bought this phone last week, but it doesn't work.

Oh, really?

What's 2 _____?

I can't turn it on.

Ok, 3 _____ try taking the battery out and putting it back in?

Yes, but it didn't work.

OK, let me check. Yes, it's broken. So, I 4 _____ you your money back or 5 _____ a different phone.

Can I have a new phone, please?

Yes, of course. 6 _____ it today and you can collect it on Friday.