

Vocabulary

A. Complete the sentences with the following words.

repair replacement product greet receipt travel costs

- 1 Companies usually compensate the products by giving a
- 2 Some companies might also pay for the customer's
- 3 Companies need the original to process the return.
- 4 The companies the customers with a smile.
- 5 All companies offer free on all purchases.

Grammar

B. Circle the correct answer.

- 1 The companies offer to replace the **unsatisfied** / **unsatisfactory** products.
- 2 This shirt is **too** / **enough** small for me. Can you replace it?
- 3 Are you **satisfied** / **satisfying** with the product?
- 4 You should write a **brief** / **summary** explanation on the return form.
- 5 The stereo **doesn't** / **isn't** worth the money.

Content

C. Match the sentences to the responses.

- | | | |
|---|---|-------|
| 1 | Why can't I return the product with the warranty? | |
| 2 | Why do you want to return this shirt? | |
| 3 | Why aren't you satisfied with this mobile phone? | |
| 4 | Where did you buy these shoes? | |
| 5 | How can I replace this t-shirt? | |

- | | |
|---|---|
| A | Because there are two holes in it. |
| B | Just go to the service department with the receipt. |
| C | It doesn't show that you bought it from our shop. |
| D | Because I cannot connect to the internet. |
| E | From one of your shops in another city. |

D. Put the dialogue in the correct order.

.....I'd like to return this mp4.
.....I'm sorry sir. You can't return it without the original receipt.
.....Welcome to Electroplanet. Can I help you?

.....Okay. Have you got the original receipt with you, please?

.....Sorry, I don't have it. I have the warranty.

E. Answer the questions.

- 1 Why do people return products?
- 2 Is the customer always right?
- 3 Do the service departments always greet people with a smile?
- 4 Is there a time limit to return the products?
- 5 Is it always possible to get a refund instead of a replacement?