

Working with Vocabulary

IC/IS

VOCABULARY PRESENTATION

4 Complete each sentence with the correct word.

assist • compensation • refuse • wrong
returns policy

1. I'm happy that I could help. Is there anything else that I can you with today?
2. What is your if I'm not happy with my purchase?
3. In addition to a full refund, I want some for all the inconvenience you have caused me.
4. How can you to repair the printer? I only bought it from you last week.
5. I'm afraid that there seems to be something with the phone I bought from you last week.

5 Match each of the sentences (1-6) with the logical next sentence (a-f). Listen and check your answers.

1. I'm sorry that we overcharged you.
 2. We need to handle complaints well.
 3. They should replace the air conditioner.
 4. I do apologise for sending you the wrong item.
 5. I can't remember exactly when I ordered it.
 6. I'm not satisfied with how they handled my complaint.
- a. Please return it at our expense.
..... b. Otherwise, we'll lose business.
..... c. I'll check my records.
..... d. I'll credit your account immediately.
..... e. I'm going to make a claim and get my money back.
..... f. It's still under warranty.

6 For each sentence, choose the option that doesn't fit.

1. The TV I bought doesn't work properly / is torn / makes a strange noise.
2. The printer you sold me is damaged / missing a part / past its sell-by date.
3. I got a shirt here last week, but it's broken / missing a button / torn.
4. I purchased some chocolates from your store, but they are not fresh / damaged / past their sell-by date.
5. I bought a new phone from you, but when I opened the box, I saw that it was missing a cable / the wrong colour / too