



 4.04 Complete the conversation. Then listen and check your answers.

**Sales Assistant:** How <sup>1</sup> \_\_\_\_\_?

**Customer:** My laptop doesn't work.

**Sales Assistant:** What's <sup>2</sup> \_\_\_\_\_?

**Customer:** The sound doesn't work.

**Sales Assistant:** Did you <sup>3</sup> \_\_\_\_\_ again?

**Customer:** Yes, I turned it off and on three times.

**Sales Assistant:** Did you <sup>4</sup> \_\_\_\_\_?

**Customer:** Yes. I tried the headphones, but the sound still didn't work.

**Sales Assistant:** OK, one moment please. Yes, I'm sorry, it's broken. Well, I can give you your money back, or I can <sup>5</sup> \_\_\_\_\_.

**Customer:** I'd like a new one, please.

**Sales Assistant:** I'll order it today and you <sup>6</sup> \_\_\_\_\_.

**Customer:** Thank you. I'll collect it on Wednesday.