

# SHOPPING PROBLEMS

Question: When was the last time you bought something that had a problem?

- Complete the 15 sentences with the words on the left.



- B** broken *adj.*
- C** change color *v.*
- D** doesn't work *phr.*
- E** exchange *n., v.*  
expensive *adj.*
- H** hole *n.*
- M** missing *adj.*
- R** receipt *n.*  
refund *n., v.*  
repair *n., v.*  
return *v.*
- S** shrink *v.*
- W** warranty *n.*  
wrong color *n.*  
wrong size *n.*

1. I'm really angry. I bought a new computer yesterday but it \_\_\_\_\_.
2. This sweater should have five buttons but there are only four. One button is \_\_\_\_\_.
3. Don't wash your new clothes in hot water, David. They might \_\_\_\_\_ and become too small.
4. Look! There is a \_\_\_\_\_ in this shirt.
5. (A) Can I \_\_\_\_\_ this radio to your store?
6. (B) Yes, bring it back. We'll \_\_\_\_\_ your money.
7. If you want to bring back that jacket and exchange it for a new one, you must have a \_\_\_\_\_.
8. I bought this lamp yesterday, but there's a problem with it. Can I \_\_\_\_\_ it for a new one?
9. These shoes don't fit me. They're too small. They're the \_\_\_\_\_.
10. That TV comes with a two-year \_\_\_\_\_. The store will pay to fix any problems during that time.
11. The picture on the box shows blue shoes, but inside the shoes are red. They're the \_\_\_\_\_.
12. The TV I bought last year doesn't work now but the store said it will pay to \_\_\_\_\_ it.
13. Don't wash your new blue T-shirt with your white shirts. They might \_\_\_\_\_.
14. That pen costs \$15.99. It's too \_\_\_\_\_.
15. Did you break a dish on the way back home? One of them is \_\_\_\_\_.