

c Complete the text with the noun form of the verbs in brackets.



A month ago, I bought a video game online for my son's birthday. I got a confirmation email back, which said that <sup>1</sup>delivery (deliver) would take about ten days. Two weeks later, I began to worry. I knew the seller had received my <sup>2</sup>\_\_\_\_\_ (pay), but the video game hadn't arrived. So I decided to make a <sup>3</sup>\_\_\_\_\_ (complain). I sent an email to the seller with a copy of the order confirmation as an <sup>4</sup>\_\_\_\_\_ (attach). I received a <sup>5</sup>\_\_\_\_\_ (respond) immediately, which said that the seller would look into the incident. After that, I heard nothing for three days, so I sent another email demanding an <sup>6</sup>\_\_\_\_\_ (explain). This time I had more <sup>7</sup>\_\_\_\_\_ (succeed), and the seller said he would send another copy of the game. If I don't receive it before my son's birthday, I'm going to ask for <sup>8</sup>\_\_\_\_\_ (compensate).