

Select the correct word to complete the texts.

In the case of product ¹*injury* / *failure*, please contact the number below to obtain a returns code. Then return the defective unit to us in its original packaging in order to receive a ²*refund* / *recall*.

All our computer systems are ³*down* / *defect* and we are unable to deal with customer enquiries. Please call again tomorrow.

If your order has a manufacturer's ⁴*complaint / defect* or it is ⁵*misunderstood / damaged* in some way, we will pay for any returns postage.

When using this machinery, wear protective goggles and gloves at all time to avoid personal ⁶*injury / defect*.

Due to a fault in the steering system, the vehicle manufacturer is ⁷*resolving / recalling* all cars made in the year 2008.

Over the last three days, we have received over 1,000 ⁸*complaints / faults* from viewers of this TV programme. It was inappropriate to broadcast this before 9 p.m. and we would like to apologize for our ⁹*mistake / damage*.

The technical problem with our online ordering system has now been ¹⁰*resolved / refunded*. We apologize for any inconvenience caused.