

## Select the correct word to complete the texts.

In the case of product <sup>1</sup>*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 <sup>2</sup>*refund / recall*.

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

If your order has a manufacturer's <sup>4</sup>*complaint / defect* or it is <sup>5</sup>*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 <sup>6</sup>*injury / defect*.

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

Over the last three days, we have received over 1,000 <sup>8</sup>*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 <sup>9</sup>*mistake / damage*.

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