

Write **1** next to the phrases used to tell *what went wrong* and **2** next to the ones used to say *what you'd like to happen*.

1. What went wrong.
2. What you'd like to happen.

I must insist on a full refund.

I hope you can make sure this does not happen again.

The delay was unacceptable.

There seems to be a problem with my battery.

When I checked the item, I found that it was damaged.

There is an error in the bill.

I trust that you will replace the item.

I would be grateful if you could look into the matter.