Listen and fill in the blanks.

Conversation 1:

W: Pardon me, I've come here to (1)..... these headphones. I bought them as a gift for my friend, but he already has some. Here is the (2) .....

M: Okay! You can get a refund because your purchase was made no longer than a month ago. Also, I have another option for you, you can (3)..... this (4)..... for something else.

W: I prefer a (5)..... Is it possible for me to get a cash refund?

M: Sorry, it's not possible. We normally process the refunds via credit card. In case you don't have one, you can consider receiving a store gift card.

LIVEWORKSHEETS

Listen and fill in the blanks.

Conversation 2:

M: Excuse me, I bought this watch here a few days ago, but it's (1)..... after I dropped it on the road. There is a scratch on the surface of the watch now.

W: I see, I'd like you to fill in this form and wait until your turn.

M: How long do I have to wait? I have to be at my office in 15 minutes before my lunch time is over.

W: Sorry, but all the employees are temporarily unavailable to assist you. Why don't you leave the watch with us and let us have a closer look at the (2)..... ? If it is seriously damaged, we need to send it to our (3)..... (4).....for repair. We're only able to fix wristbands and (5)..... batteries here in the store.

M: Oh, what am I supposed to do now?

W: Give me your office number. I will contact you to pick it up as soon as it's (6).....

LIVEWORKSHEETS