



Select the best answer to complete the passage.

To: Jon Karinski (jonkarinski@youmail.com)  
From: Alan Kewell (a.kewell@nerdyclothing.com)  
Date: April 7, 11:14 A.M.  
Subject: Order #1575

Dear Mr. Karinski,

We'd like to thank you for being a loyal customer. We have received your complaint about an error with one of the shirts you --[1]— online last week. We apologize for any inconvenience we have caused you. We found that we --[2]— completely responsible for this error. Please send the shirt back to our store and we will exchange for another one at no cost. Also, in this email, I --[3]— a 20% discount coupon for your next order as an "apology gift". --[4]—. We hope that you continue to shop with us in the future, and once again apologize for the inconvenience.

Sincerely,

Alan Kewell

Store Manager

Nerdy Clothing

### 1. Question 1

- (A) ordered
- (B) order
- (C) are ordering
- (D) were ordering

### 2. Question 2

- (A) is
- (B) are
- (C) was
- (D) were



### 3. Question 3

- (A) attach
- (B) am attaching
- (C) was attaching
- (D) have attached

### 4. Question 4

- (A) Our store is located on Main Street.
- (B) This coupon is good until the end of May.
- (C) You can visit our store and exchange it for another one.
- (D) We will issue a full refund if you want.



Select the best answer to complete the passage.

1686 Universe Drive

Texas, MI 58630

Dear Mr. Downing,

I —[1]— to answer your question about our policy of returning items. We only accept returning items in their original packaging along with original receipt.

However, for the refund to be issued, we have to check if the items are fully functional, and the products must have all parts included. This process is to make sure that the products can be placed on display again. Unfortunately, when we received your package, we —[2]— that there was a missing piece. Also, the handle seems to be damaged. Therefore, we regret to inform you that we cannot refund your item. We can offer to repair the handle and send you a replacement for the missing piece. —[3]—. You can find the phone number on our website.

Thank you for your understanding and we —[4]— forward to hearing from you soon.

Yekin Lavez,

Customer Service Representative

### 1. Question 1

- (A) wrote
- (B) was writing
- (C) am writing
- (D) had written

### 2. Question 2

- (A) find out
- (B) found out
- (C) finding out
- (D) will find out



### 3. Question 3

- (A) Please give us your order number.
- (B) We called you last Thursday to discuss this problem.
- (C) Please be careful because we can only fix it this time.
- (D) Please call us to process this service order.

### 4. Question 4

- (A) look
- (B) have looked
- (C) looked
- (D) looks