

Vocabulary

A. Complete the sentences with the following words.

repair replacement product greet receipt travel costs

- 1 Companies usually compensate the products by giving a
- 2 Some companies might also pay for the customer's
- 3 Companies need the original to process the return.
- 4 The companies the customers with a smile.
- 5 All companies offer free on all purchases.

Grammar

B. Circle the correct answer.

- 1 The companies offer to replace the ***unsatisfied / unsatisfactory*** products.
- 2 This shirt is ***too / enough*** small for me. Can you replace it?
- 3 Are you ***satisfied / satisfying*** with the product?
- 4 You should write a ***brief / summary*** explanation on the return form.
- 5 The stereo ***doesn't / isn't*** worth the money.

Content

C. Match the sentences to the responses.

- 1 Why can't I return the product with the warranty?
- 2 Why do you want to return this shirt?
- 3 Why aren't you satisfied with this mobile phone?
- 4 Where did you buy these shoes?
- 5 How can I replace this t-shirt?

A Because there are two holes in it.
B Just go to the service department with the receipt.
C It doesn't show that you bought it from our shop.
D Because I cannot connect to the internet.
E From one of your shops in another city.

D. Put the dialogue in the correct order.

.....I'd like to return this mp4.
.....I'm sorry sir. You can't return it without the original receipt.
.....Welcome to Electroplanet. Can I help you?

.....Okay. Have you got the original receipt with you, please?

.....Sorry, I don't have it. I have the warranty.

E. Answer the questions.

- 1 Why do people return products?
- 2 Is the customer always right?
- 3 Do the service departments always greet people with a smile?
- 4 Is there a time limit to return the products?
- 5 Is it always possible to get a refund instead of a replacement?