Complete the dialogue.

you'll have to wait three to four weeks before you receive it.

I'm afraid we've got a problem.

I can either send you a credit note

If you are ordering from us again

Well, we've got two options.

I'll arrange that for you

Oh! I'm sorry about that.

Shane: OT Components. How may I help you?

Magda: Good morning, This is Magda Zawadski from Fortuna in Poland. We recently ordered some components and _____ We ordered 15 but you sent 50!

Shane: _____How many have we charged for in the invoice?

Magda: You charged for 50. And unfortunately, we have paid by automatic payment. So, it means we have paid too much.

Shane: Yes, I see. _____._____, or I can request the accounts department to refund your money. _____, it'll be easier to send you a credit note. If I arrange a refund, _____.

Magda: Well, we probably won't order from you again for two to three months. So, it's better if you refund the money.

Shane: OK, that's no problem. _____ I'll arrange that for you. And I'll also ask our distributor to collect the extra units that you don't want.

Magda: OK, thank you very much.

Shane: I'm sorry about the mistake. Please accept our apologies.

LIVEWORKSHEETS