

**Choose the correct alternatives.**

A: Good morning, how can I help you?

B: I'd like a <sup>1</sup>*refund/fault* for my new bike, please.

A: May I ask what the problem is with it?

B: First, there was a <sup>2</sup>*fault/deal* with the seat. Now the brakes have <sup>3</sup>*turned/gone*, and it's really hard to change <sup>4</sup>*gears/pedals* when I'm cycling up a hill.

A: I'm sure we can <sup>5</sup>*sort/deal* out those problems for you. The bike has got a <sup>6</sup>*loan/guarantee* of a year, so we can make the repairs.

B: But I'd like my money back.

A: I'm sorry, but we can't give you your money back. However, we can offer you an <sup>7</sup>*overcharge/exchange*.

**Complete the sentences with the words in the box.**

back for off out up with

- 1 The delivery guys turned up over an hour late!
- 2 My laptop's broken and I'm still paying for the loan for it.
- 3 These trainers are really uncomfortable. I think I'll take them back.
- 4 I need someone to sort out my computer for me. It's so slow!
- 5 I decided to return my new watch because there was a fault with it.
- 6 The courier broke the printer, and the sales assistant tried to charge me up the repair!