Choose the correct alternatives.

A: Good morning, how can I help you?

B: I'd like a [1]*refund/fault* for my new bike, please.

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

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

A: I'm sure we can [5]*sort/deal* out those problems for you. The bike has got a [6]*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 [7]*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 _____ the loan for it.

3 These trainers are really uncomfortable. I think I'll take them _____ .

4 I need someone to sort _____ my computer for me. It's so slow!

5 I decided to return my new watch because there was a fault _____ it.

6 The courier broke the printer, and the sales assistant tried to charge me _____ the repair!

LIVEWORKSHEETS