Working with Vocabulary

IC/IS VOCABULARY PRESENTATION

4 Complete each sentence with the correct word.

assist • compensation • refuse • wrong
returns policy

1. I'm happy that I could help. Is there anything else that I can ..... you with today?
2. What is your ..... if I'm not happy with my purchase?
3. In addition to a full refund, I want some ..... for all the inconvenience you have caused me.
4. How can you ..... to repair the printer? I only bought it from you last week.
5. I'm afraid that there seems to be something ..... with the phone I bought from you last week.

5 Match each of the sentences (1-6) with the logical next sentence (a-f). Listen and check your answers.

1. I'm sorry that we overcharged you.
2. We need to handle complaints well.
3. They should replace the air conditioner.
4. I do apologise for sending you the wrong item.
5. I can't remember exactly when I ordered it.
6. I'm not satisfied with how they handled my complaint.

..... a. Please return it **at our expense**.
..... b. Otherwise, we'll **lose business**.
..... c. I'll **check my records**.
..... d. I'll **credit your account** immediately.
..... e. I'm going to **make a claim** and get my money back.
..... f. It's still **under warranty**.

6 For each sentence, choose the option that <u>doesn't</u> fit.

1. The TV I bought **doesn't work properly / is torn / makes a strange noise**.
2. The printer you sold me is **damaged / missing a part / past its sell-by date**.
3. I got a shirt here last week, but it's **broken / missing a button / torn**.
4. I purchased some chocolates from your store, but they are **not fresh / damaged / past their sell-by date**.
5. I bought a new phone from you, but when I opened the box, I saw that it was **missing a cable / the wrong colour / to**

LIVEWORKSHEETS