

**Exercise 1:**

Match the words with their meanings.

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|-------------|--|
| 1. refund   | a. person who buys                                   |
| 2. broken   | b. not working                                       |
| 3. receipt  | c. fix something                                     |
| 4. customer | d. money back  |
| 5. repair   | e. proof of (instance of buying something for money) |

**Exercise 2:**

Choose the correct answer.

1. The phone is not working. It is \_\_\_\_\_.

- A. broken      B. happy

2. I want my money back. I want a \_\_\_\_\_.

- A. refund      B. repair

3. This paper shows I bought it. It is a \_\_\_\_\_.

- A. receipt      B. product

4. The product is not working correctly. It is \_\_\_\_\_.

- A. (not working correctly)      B. cheap

**Exercise 3:**

Complete the (series of words that make sense and that have a subject and a verb) with the correct words.

1. There is a \_\_\_\_\_ with my phone.

2. The screen is \_\_\_\_\_.

3. I want a \_\_\_\_\_.

4. I will \_\_\_\_\_ the product to the shop.