

## Services and problems

Focus: services and problems: complaint, guarantee, faulty, repair, replace, subscription, parcel, appointment

customer service complaint complain guarantee faulty doesn't work battery  
charger repair replace contract subscription cancel bill phone company  
insurance post office parcel stamp sign form queue appointment hairdresser's  
dry cleaner's

### 1 Choose the correct word.

Example: Keep the \_\_\_\_\_. You need it for a refund. (receipt / stamp / form) → receipt

1. This charger is \_\_\_\_\_. It gets very hot. (cheap / faulty / quiet)
2. I want to make a \_\_\_\_\_ about my late order. (complaint / queue / form)
3. The TV has a two-year \_\_\_\_\_. (stamp / bill / guarantee)
4. My music \_\_\_\_\_ costs ten euros a month. (parcel / subscription / form)
5. My \_\_\_\_\_ at the hairdresser's is at three. (appointment / bill / stamp)

### 2 Complete the sentences with words from the box.

Example: I paid the phone \_\_\_\_\_ online yesterday. → bill

1. I'd like to \_\_\_\_\_ my order, please. I don't need the shoes now.
2. The lock is broken. Can you \_\_\_\_\_ it, or do I need a new one?
3. The phone company will \_\_\_\_\_ the faulty charger with a new one.
4. My phone \_\_\_\_\_ only works for two hours now.
5. Read the \_\_\_\_\_ carefully before you sign it. It's for two years.
6. The \_\_\_\_\_ from my sister in Lisbon arrived this morning.
7. Put a \_\_\_\_\_ on the letter before you post it.
8. My car \_\_\_\_\_ pays if I have an accident.

### 3 Match the places and the reasons you go there.

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|---------------------|-------------------------------------|
| 1. post office      | a. to complain about a faulty order |
| 2. hairdresser's    | b. to clean a suit or a coat        |
| 3. dry cleaner's    | c. to send a parcel abroad          |
| 4. cash machine     | d. when your hair is too long       |
| 5. customer service | e. to get cash with your card       |

#### ANSWER KEY

1 1 faulty, 2 complaint, 3 guarantee, 4 subscription, 5 appointment 2 1 cancel, 2 repair, 3 replace, 4 battery, 5 contract, 6 parcel, 7 stamp, 8 insurance  
3 1 c, 2 d, 3 b, 4 e, 5 a