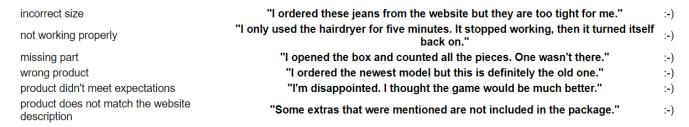


Exercise 2



Exercise 3



Exercise 4

- 1. "They'll only give you a **refund** if you've got the receipt."
- 2. "I'm really sorry it's not working properly. Bring it to the shop and we can do an **exchange** ".
- 3. "You can have store **credit**, but not your money back. I hope you find something else you like."
- 4. "The washing machine has a two-year **guarantee**, so yes we can repair it for you free of charge."
- 5. "I don't want to return it, I need a **replacement**. I really like it but there's a problem with the case."