

Keys:

Exercise 2

1. Where is the best place in the mall to buy an expensive necklace? ✓
2. Where is the best place in the mall to buy some bacon? ✓
3. buy some Nike trainers? ✓
4. buy a used CD? ✓
5. have a meal? ✓
6. buy an expensive, old cupboard? ✓
7. see a film? ✓
8. buy some bacon? ✓
9. buy some shampoo? ✓
10. mail a parcel? ✓

Exercise 3

incorrect size

"I ordered these jeans from the website but they are too tight for me." :-)

not working properly

"I only used the hairdryer for five minutes. It stopped working, then it turned itself back on." :-)

missing part

"I opened the box and counted all the pieces. One wasn't there." :-)

wrong product

"I ordered the newest model but this is definitely the old one." :-)

product didn't meet expectations

"I'm disappointed. I thought the game would be much better." :-)

product does not match the website description

"Some extras that were mentioned are not included in the package." :-)

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."