

## VOCABULARY

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### Nouns

#### Electronics

battery  
computer (screen)  
oven  
printer  
refrigerator  
remote/temperature control  
TV (screen)  
washing machine

#### Other

charge  
complaint  
crack  
damage  
lens(es)  
(suitcase) lining  
mug  
pick-up  
pitcher  
receipt  
refund  
scratch  
seller  
shirt  
stain  
store credit  
tablecloth

tear  
temperature  
tenant  
vase  
warranty

### Pronoun

everything

### Adjectives

#### Past participles

chipped  
cracked  
damaged  
dented  
made  
scratched  
stained  
torn

#### Other

dirty  
reliable  
throwaway

### Verbs

bill  
book  
break  
crash  
deliver  
die  
drop  
flicker  
freeze  
have (an eye for)  
highlight  
jam  
leak  
pick up  
pretend  
purchase  
repair  
replace  
rip  
rush  
skip  
spot  
state  
work (= function)

### Adverbs

hardly ever  
right away/now

## EXPRESSIONS

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### Offering help

Can I help you?  
What can I do for you?

### Describing problems

What's wrong with it?  
It's torn/stained/damaged/scratched/cracked/chipped/worn.  
What exactly is the problem?  
It has a tear/a hole/a stain/some damage.  
There are a few scratches.  
There's a crack.  
It's leaking./It has a leak.