

AT A DEPARTMENT STORE

Write each complaint a different way.



1. This coat is stained.

This coat has a stain on it.

2. This air conditioner has a leak.

This air conditioner .

3. These sunglasses are cracked.

These sunglasses .

4. This vase has a chip in it.

This vase .

5. This mirror has scratches on it.

This mirror .

6. This T-shirt is torn.

This T-shirt .

NEXT, PLEASE!

PAIR WORK Role-play the situations from the exercise above. One student is a salesperson. The other student is a customer. Use the verbs in the box.

clean	fix	repair	replace
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A: Excuse me. I'd like to return this air conditioner. It has a leak.

B: Oh, that's not a problem. It just needs to be fixed.

A: I know it needs fixing! But I want a new one! I just bought it yesterday!