

**Vocabulary**

1. The synonyms of *dirty* is .... .

A	filthy	B	noisy	C	leaky	D	worry
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2. To get one`s *payment* back means ....

A	repair	B	warranty	C	refund	D	replace
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3. Someone who makes *repair* called ....

A	assistant	B	costumer	C	consumer	D	technician
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4. The *T-shirt* is torn. This damage is refer to ..... Problem.

A	Car Repair	B	Housing	C	Clothing	D	Products
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5. *No power* in the battery means ..... *battery*.

A	charging	B	dead	C	full	D	powerless
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6. Which is consumer problem does *NOT* belong to the *Electronic Products*?

A	scratched DVD	B	TV- lines on screen	C	no signal	D	broken doorknob
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7. Which is consumer problem does *NOT* belong to the *Housing*?

A	Loose floorboards	B	Missing button	C	Broken windowpane	D	Filthy walls
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8- The ..... has a *dent*.

A	car	B	pants	C	sleeve	D	tap
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9. Identify the items (dripping faucet - stained shirt – flat tire - leaky pipe – dented in the body – cracked windshield )

				
cracked windshield	stained shirt	leaky pipe	flat tire	dripping faucet

10. Match

1. upright #	4	unclear
2. faded	3	Thin , not strong
3. flimsy	2	brightness
4. fuzzy	1	Upside down
	--	error

**Grammar**

1. The floor *has* ..... tiles.

A	break	B	broken	C	breaking	D	breaked
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2. The tire *is* .....

A	wear	B	wore	C	worn	D	wearing
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3. It ..... *fixed*.

A	to be	B	needs be	C	need to	D	needs to be
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4. I'm *going to have* the roof .....

A	cleaned	B	clean	C	cleaning	D	cleaner
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5. The pencils ..... sharpened.

A	to be	B	need to be	C	need to	D	needs to be
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6. No, I haven't cleaned them .....

A	already	B	just	C	yet	D	not
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7. He *can't stand* ..... in line.

A	wait	B	waited	C	waiten	D	waiting
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8. I don't *enjoy* ..... in the sun.

A	sitting	B	sit	C	sat	D	sitted
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### Complaint regarding replacement of defective Electric Toaster

Dear M. Ali,

I hereby wish to bring to you notice that the electric **toaster** that I have **purchased** from your company on 03<sup>rd</sup> **January** 2022 is defective. I received a sealed piece from your stores along with the warranty card. However, when I opened the toaster and started to use it according to the instructions it did not work at all.

I am a loyal customer who has purchased many electronic products from your stores before but never faced such issues in earlier occasions. I request you kindly to **replace** the **defective** electric toaster at the earliest.

I am also enclosing a copy of the purchase bill for your perusal and records.

Thanking you in anticipation of a quick and positive response.

Sincerely,

Saad.

#### A. Write (T) for true And (F) for False

1. The name of faulty product is <b>toaster</b> .	<b>T</b>
2. Buying time of this product was on 03/ <b>Oct</b> /2022	<b>F</b>
3. The costumer asked for <b>refund</b>	<b>F</b>

#### B. Choose the Correct meaning:

1. purchase = .....					
<b>A</b>	sell	<b>B</b>	borrow	<b>C</b>	<b>buy</b>
2. defective = .....					
<b>A</b>	good	<b>B</b>	<b>faulty</b>	<b>C</b>	work