

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)

				
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10. Match

1. upright #	unclear
2. faded	Thin , not strong
3. flimsy	brightness
4. fuzzy	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 *are* 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 03rd 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 toaster.
2. Buying time of this product was on 03/Oct/2022
3. The costumer asked for refund

B. Choose the Correct meaning:

1. purchase =					
A	sell	B	borrow	C	buy
2. defective =					
A	good	B	faulty	C	work