

When we bought the washing machine, we found that it was **faulty** and wouldn't turn on. We were quite **disappointed** but were able to return it and get a new one.

Despite losing my suitcase and leaving it in another country, the airline was completely **unapologetic**. It's clear they don't care about their customers at all.

Everything looked perfect until we got home and found the bread was **mouldy** and the fruit **rotten**. Everything was completely **spoiled** which was awful.

When I asked if they had anything in a smaller size, the salesperson laughed and told me they don't sell clothes for kids. I can't believe how **rude** they are!

The deliveryman left the parcel outside so when we got it, it was soaking wet. Luckily nothing inside was **broken** or **damaged** except the packaging and box.

We **expected** a much bigger room. When we found out there was no bathroom, we told them it was **unacceptable**. We were able to find a **satisfactory** hotel later that night.

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2. \_\_\_\_\_ behaviour is \_\_\_\_\_ no matter who you are.
3. If machines or devices are \_\_\_\_\_, you can \_\_\_\_\_ them to be repaired for free.
4. I'd be \_\_\_\_\_ if I found my food was \_\_\_\_\_. It's dangerous to eat such things.
5. Products that are \_\_\_\_\_ or \_\_\_\_\_ should be returned. Luckily the repair service is very \_\_\_\_\_.

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'Fresh' groceries from the supermarket delivered this morning were of poor quality. The fruit was rotten and the bread mouldy - everything was spoiled! The customer wants a full refund and an apology from the company.

A laptop bought last week has serious problems with the hard-drive (HDD). Any data saved appears broken or is lost, causing many problems for the customer. A replacement laptop or a full refund is expected, but a repair could also be done.

An email was received telling customers their bank accounts had been hacked and their money stolen. This customer has been on the phone for an hour but is only able to talk to a robot (AI) and is very angry.

A booking was made online last month for a large room with two beds and a bathroom. When the customers checked-in, no reservation was found in the booking system. The hotel is fully booked tonight but rooms are available from tomorrow.

A customer has signed up for a 3-month gym contract but has found there are always salespeople trying to sell them things when they are exercising which they find very annoying. They're trying to cancel their membership and find a different gym.

A customer's morning flight to London was suddenly rescheduled. They urgently need to get home before tomorrow evening (19:00) to deal with an important family event. They want to get a full-refund so they can book another flight with another airline.

A young wealthy male customer has paid a dating site USD\$250,000 promising to find him a perfect match. Unfortunately, all his dates for the past two months have been 'terrible'. He's very unsatisfied with the service and wants a refund.

Some parents want their children to be placed in higher level maths and English classes. The children aren't very smart or disciplined, but the parents pay a lot of money in school fees and will go to another school if they don't get what they want.

A subscription was purchased for a 'global' movie and video streaming service. However, much of the content cannot be viewed outside of the US or Europe. The customer is also unsatisfied with the video quality (720p) and wants their problem fixed ASAP.

A phone customer has found that they cannot use 4G or 5G while overseas and that the (roaming) fees charged overseas are extremally high. They'd like the company to waive/cancel the bill for this month as it is currently USD\$3,291 and they cannot afford to pay.

A strict vegetarian who ordered a salad has mistakenly been given a meat dish by a new waitress. The customer is threatening to leave a negative review for the restaurant as it was their birthday today and they were expecting a nice meal.

An inexperienced new doctor has accidentally given a patient the wrong medicine. This medicine has made it very difficult for the patient to sleep and has caused them to have constant diarrhea. They'd like a refund and an apology from the hospital.