

Exchanging your new mobile phone

I'm going to describe a situation to you. You bought a new mobile a few days ago but the camera doesn't work well. Talk to the shop assistant and exchange it.

Questions

1. Hello, how can I help you?
2. When did you buy it?
3. Did you use our online shop?
4. What is the problem exactly?
5. Did you read the instructions before using the mobile?
6. How many pictures did you take?
7. How about the other functions?
8. Do you have a receipt?
9. Would you prefer to have your money back or choose another one?
10. Can I do anything else for you?



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