

**15.1**

Decide which of the alternatives (A-N) best fills the gap. Write the letter of your answer in the box at the end of the sentence.

1 The company offered us an out of court .....	
2 The cinema ..... the Health and Safety Act by allowing too many people in to watch the film.	
3 Even though the milk had not reached its ..... date, it had gone off.	
4 She received £1,000 in ..... for the inconvenience.	
5 I decided to put in a ..... for damage caused to my property.	
6 The manufacturer sent us some ..... for money off their products.	
7 The car was still in ..... so the garage fixed the problem free of charge.	
8 After we complained, the manufacturer decided to ..... the toys for further safety checks.	
9 The plane was delayed for five hours after an engine ..... was discovered.	
10 The driver ..... for the crash.	
11 During a safety ....., the coach was found to have faulty brakes.	
12 If the company is found guilty, they face a heavy .....	
13 I've been advised not to sign anything until I've read the .....	
14 I took the faulty shoes back to the shop and demanded a full .....	

- A fine    B warranty    C recall    D breached    E expiry    F claim  
 G defect    H settlement    I small print    J compensation  
 K admitted responsibility    L refund    M inspection    N vouchers

**15.2**

Choose the best alternative to complete the sentences.

- I've only been in the hotel half an hour. It really isn't a very good ..... (*end / start*) to my stay.
- Thank you. Yes, I'd be ..... (*dissatisfied / happy*) with that.
- There is a ..... (*issue / problem*) with my key card.
- I'd like you to do ..... (*something / anything*) about it.
- I appreciate the way you've ..... (*replied / responded*) to my complaint.
- I'm very ..... (*disappointed / disagreeable*) with the standard of quality so far.

Test mark    /20