

## Lesson 20: How to Make a Claim

By Stuart

### 1. Dialogue

*First, repeat after your tutor. Then, practice each role.*

Sachi: Excuse me. My computer doesn't work.

Stuart: What seems to be the problem?

Sachi: It won't turn on.

Stuart: Hmm... I'm very sorry about this.

Sachi: I just bought it last week. I would like it **replaced** with a new one.

Stuart: I'll be glad to replace it.

Sachi: Thank you.

Stuart: Please wait while I grab a new one for you.

### 2. Today's Phrase

*First, repeat after your tutor. Then, make a few sentences using Today's phrase.*

1. These batteries are dead. They need to be **replaced with** new ones.

2. Did you **replace** the burnt out light bulb in the kitchen?

3. The store owner happily **replaced** the defective item **with** a new one.

\* replace A with B / A を B と交換する

### 3. Your Task

*You just bought a video game CD but when you got home, it won't work on your game console. Go back to the store and tell the shop owner (=your tutor) the problem. Ask the item to be replaced with a new one.*

### 4. Let's Talk

*Have you ever returned a defective item to a store? Did the shop owner give you a replacement right away? Tell your tutor all about it.*

### 5. Today's photo

*Describe the photo in your words.*



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