

Returning an item

Have you ever returned something to a shop? (Yes, I have. I returned...)

Vocabulary Match

1. exchange 2. within 3. process 4. return 5. receipt 6. refund

___ give back ___ swap ___ inside ___ money back ___ paper ___ do

Conversation

A customer wants to return a sweater because it's too small. She talks to the staff about getting a refund.

Customer: Excuse me, I'd like to ____ this sweater.

Staff: Of course. May I ask why you're returning it?

Customer: It's too small, and I couldn't find a bigger size.

Staff: I see. Do you have the ____?

Customer: Yes, here you go.

Staff: Thank you. Would you like a ____ or would you prefer to ____ it?

Customer: A refund, please.

Staff: No problem. I'll ____ that for you now. The money will go back to your card ____ a few days.

Customer: Great, thanks!

Staff: You're welcome. Have a nice day!

Quiz

1. Why does the customer want to return the sweater?
2. What does the staff ask the customer to give her?
3. What options does the staff offer the customer for the return?
4. How long will it take for the refund to go back to the customer's card?

True or False

- | | |
|---|--------------|
| 1. The customer found a bigger size. | True False |
| 2. The staff says the refund will be immediate. | True False |
| 3. The customer receives the refund in cash. | True False |

Discussion

1. Have you ever bought something that was the wrong size?
2. Do you prefer a refund or an exchange? Why?
3. What is the easiest item to return?
4. Think of some items and reasons to return them.