



Refunds and exchanges

Lesson code: 11JN-NSFN-Z8B

INTERMEDIATE +

 British English

1 Warm-up

Is it easy to return a product to a shop in your country? Why/why not?

2 Reasons to return a product

Match the reasons to return a product to the statements.

1. incorrect size
 2. not working properly
 3. missing part
 4. wrong product
 5. product didn't meet expectations
 6. product does not match the website description
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- a. "I'm disappointed. I thought the game would be much better."
 - b. "I only used the hairdryer for five minutes. It stopped working, then it turned itself back on."
 - c. "I opened the box and counted all the pieces. One wasn't there."
 - d. "I ordered the newest model but this is definitely the old one."
 - e. "I ordered these jeans from the website but they are too tight for me."
 - f. "Some extras that were mentioned are not included in the package."

Can you think of any other reason to return a purchase?

3 Words to describe products you want to return

Match the reasons to the definitions below.

- | | |
|-------------------|--|
| 1. faulty | a. broken or spoiled |
| 2. damaged | b. marked by something sharp |
| 3. cracked | c. missing some parts |
| 4. scratched | d. not good enough |
| 5. incomplete | e. not working properly |
| 6. unsatisfactory | f. showing thin lines on the surface but not broken into two |



4 Options when you return items

Complete the gaps below with the correct words.

exchange

guarantee

refund

replacement

store credit

1. "Yes, we can give you a _____. Or instead of your money back, we can give you vouchers."
2. "I'm really sorry it's not working properly. Bring it to the shop and we can do an _____."
3. "You can have _____, but not your money back. I hope you find something else you like."
4. "The washing machine has a two-year _____, so yes we can repair it for you free of charge."
5. "I don't want to return it, I need a _____. I really like it but there's a problem with the case."

5 Returning items at a clothes shop

Complete the gaps below with the correct words. Then listen to the audio to check your answers.

 apart
refund

 bank statement
replacement

 proof of purchase
store credit

 receipt
system

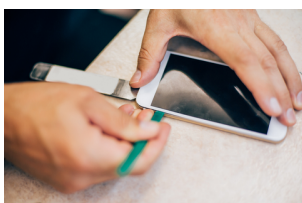

- Shop assistant:** Hello, can I help you?
- Natasha:** Yes, you can. I'd like to return these shoes. I just bought them last week but they're already falling _____.¹
- Shop assistant:** Oh, I'm sorry to hear that.
- Natasha:** It's really a shame. They looked great when I tried them on.
- Shop assistant:** We have some similar styles, would you like a _____² pair?
- Natasha:** No, I just want a _____³.
- Shop assistant:** Okay, do you have the receipt or any other _____⁴?
- Natasha:** Actually, I think I lost the _____⁵.
- Shop assistant:** Okay, a _____⁶ would be fine, but probably you don't have that with you, do you?
- Natasha:** No, I don't. So, what happens now?
- Shop assistant:** Well, I can see they are definitely from our shop. So, we can give you _____ for the same value.
- Natasha:** So, that means I can buy something else later on?
- Shop assistant:** Exactly.
- Natasha:** That sounds good.
- Shop assistant:** Great. Just give me a minute to put this in the _____⁸.
- Natasha:** Sure, no problem.
- Shop assistant:** Okay, here you go.
- Natasha:** Great, thanks, you've been very helpful.



6 Practice

Work with a partner. Choose one of the pictures below. One person should be the customer, the other the shop assistant. Role play trying to return the item. You can use the dialogue above to help you. Then choose another picture.

1.



2.



3.



4.



5.



6.



7 Talking about returning an item

Work with a partner. Use the prompts below to talk about your experiences of returning products.

Talk about an item you returned to a shop. You should say:

- what you returned
- what happened during the process
- what the result was

And how you felt about the experience.

