

Returning purchased items at a retail store

Nearly all retail stores will require a receipt for returns.

A few tips on receipts:

Download/install the store's shopping app on your phone BEFORE shopping. Retailers like Target, Wal*Mart, and BJ's Wholesale, among others, will track your purchases and keep receipts within the app if you enter your phone number at the time of in-store or online purchase. This allows you to easily find the receipt with the item you're looking to return in digital format. No more digging through your bag for a paper receipt!

YOU: "Hello, I need to return this item."

Customer Service: "Sure, do you have the receipt?"

- Show the employee the receipt on your phone.
There should be a barcode for them to scan

Customer Service: Is there anything wrong with the item?

- It's extremely rare not to be asked this question.
Most times, it's simply, "No I just changed my mind," or, "It didn't fit." It's possible the item is defective (it's ok- it happens. Don't panic that they're going to BLAME you for breaking or damaging something!) For this script let's go with:

YOU: "No I just changed my mind."

Customer Service: "Ok, no problem... So \$__._ is being refunded to your card ending 0000."

Some stores will have you sign for the return.

YOU: "Thank you." ■ (That's it- next in line!)