

## REFUNDS AND EXCHANGES

### 1. 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

- 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."

### 2. Words to describe products you want to return

Match the reasons to the definitions below.

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

### **3. 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. Reading . Returning items at a clothes shop**

Complete the gaps below with the correct words.

***Apart, refund, bank statement, replacement, proof of purchase, store credit, receipt, system***

**Shop assistant:** Hello, can I help you?

**Anna:** 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.

**Anna:** 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?

**Anna:** No, I just want a\_\_\_\_\_ **3**.

**Shop assistant:** Okay, do you have the receipt or any other\_\_\_\_\_ **4**?

**Anna:** 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?

**Anna:** 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 \_\_\_\_\_ 7 for the same value.

**Anna:** 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.

**Anna:** Sure, no problem.

**Shop assistant:** Okay, here you go.

Anna: Great, thanks, you've been very helpful.