



REFUNDS AND EXCHANGES



Scan to review worksheet

Expemo code:
1425-Q6C9-X8BR



1

Warm-up

Is it easy to return a product to a store in your country? Why or why not?

2

Reasons to return a product

Match the reasons to return a product with the statements.

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

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



3

Words that describe products you want to return

Match the reasons with 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 pieces |

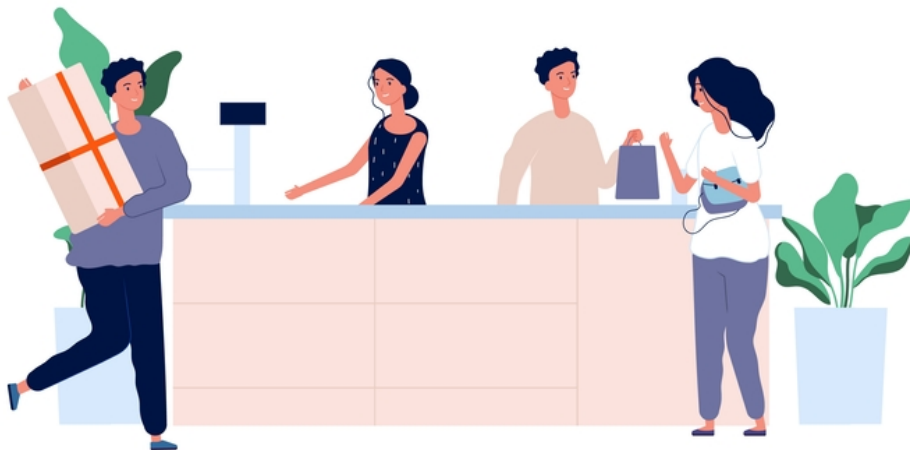
4

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 we can give you coupons instead.
2. "I'm really sorry it's not working properly. Bring it back to the store and we can _____ it".
3. "You can get _____, but not your money back. I hope you find something else you like."
4. "The washing machine has a two-year _____, so, we can fix it free of charge."
5. "I don't want to return it, I want a _____. I really like this bag but the zipper is broken."





5

Returning items in a clothing store

Audio



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

apart

bank statement

proof of purchase

receipt

refund

replacement

store credit

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 _____⁷ 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.

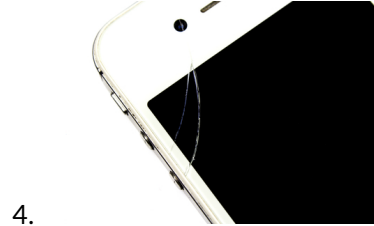
Shop assistant: Okay, here you go.

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.



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 store. You should say:

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

And how you felt about the experience.



Transcripts

5. Returning items in a clothing store

- 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 apart**.
- 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 replacement pair?**
- Natasha:** No, I just want a refund.
- Shop assistant:** **Okay, do you have the receipt or any other proof of purchase?**
- Natasha:** Actually, **I think I lost the receipt**.
- Shop assistant:** Okay, **a bank statement would be fine**, but you probably 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 store credit 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 system.
- Natasha:** Sure, no problem.
- Shop assistant:** Okay, here you go.
- Natasha:** Great, thanks, you've been very helpful.



Key

1. Warm-up

Encourage a short discussion.

2. Reasons to return a product

Students can work alone and check the answers in pairs.

1. e 2. b 3. c 4. d 5. a 6. f

3. Words that describe products you want to return

Students can work in pairs and check the answers with the teacher.

1. e 2. a 3. f 4. b 5. c 6. d

4. Options when you return items

1. refund 2. exchange 3. store credit 4. guarantee 5. replacement

5. Returning items in a clothing store

Play the audio file once after students fill in the gaps so they can check their answers. Play it twice if they request it. Use your mobile device to scan the QR code if you prefer this option. (Make sure you have a QR code reader app and can access the internet on your device).

1. apart 2. replacement 3. refund 4. proof of purchase
5. receipt 6. bank statement 7. store credit 8. system

6. Practice

It's not necessary for students to know what the specific problem is in each picture, these are guides to help them talk about the different reasons they might have for returning a product. Monitor the activity and note of any errors or useful vocabulary.

7. Talking about returning an item

Monitor the activity. Note of any typical errors and write useful vocabulary on the board.