

RETURNING GOODS — TRANSCRIPT AND NOTES

DIALOGUE

Assistant: Hi, how can I help you?

Customer: Hi, I'd like to get a refund¹ on this pair of shoes.

Assistant: May I² ask why you're returning them³?

Customer: I bought⁴ them for my son, but they're too big.

Assistant: Did you keep the receipt⁵?

Customer: No, I must have⁶ lost⁷ it.

Assistant: I'm afraid⁸ I can't give you a refund if you don't have the receipt. You can exchange⁹ them for a smaller size, or I can give you a credit note¹⁰.

Customer: OK, I'll take the credit note. How long is it good¹¹ for?

Assistant: Six months.

LISTENING

If you buy something in a shop and it turns out¹² to be damaged, broken or faulty in some way, you have a legal right to return the goods and get your money back, as long as they are still under guarantee¹³.

If you bought something in a shop and then just change your mind about it, you do not have any legal right to return the goods. However¹⁴, many shops have a returns policy¹⁵ which lets you take your items back to the shop for any¹⁶ reason and get a refund.

Sometimes shops will only let you exchange the goods for something else in the store, rather than giving you a refund. Or they may give you a credit note or voucher to use in their store. This is often the case if you're returning something you bought in a sale¹⁷.

You'll usually need to show where and when you bought your goods. You can prove¹⁸ this with your receipt if you have one¹⁹.

If you don't have a receipt and you bought the items²⁰ using a debit²¹ or credit card, you could ask if they will accept a card statement as proof of purchase.

QUESTIONS

- When was the last time you returned goods to a shop?
- Why do shops sometimes give credit notes rather than refunds?
- What do you do with your receipts?
- What would you do if a shop refused to change a faulty article?
- What's your opinion about 'extended guarantees'?

LANGUAGE NOTES

1. **Refund** is a noun here, but it can also be a verb: *The shop refused to refund (verb) my money. The shop refused to give me a refund (noun).*
2. **May I** is a polite way of asking permission. Other, less polite, expressions include 'Could I' and 'Can I'.
3. Here it would be wrong to say 'May I ask why you're returning it?' because we refer to the individual items in the pair rather than the pair itself. Compare: *I bought a new pair of jeans. Do you like them?* (not 'it').
4. **Bought** is the past tense of the irregular verb 'to buy'.
5. **Receipt** is pronounced 're-seat', with the stress on the 'seat'. The 'p' is silent.
6. **Must have** is used to express something that the speaker has deduced or is nearly certain about in relation to the past: *The grass is wet. It must have rained during the night.*
7. **To lose** is an irregular verb: *lose, lost, lost.*
8. **I'm afraid** is used to introduce a polite refusal (as here) or bad news: *I'm afraid I'm going to be late.*
9. Note that you **exchange** one thing **for** another thing.
10. A **credit note** is a paper note issued by a retailer to a customer when goods are returned. A credit note acts like a voucher that can only be used in the particular shop or chain of shops that issued the credit note.
11. Here **good** is used to mean 'valid': *My new passport will be good for ten years.*
12. **Turn out** is a phrasal verb meaning 'to be discovered to be, to prove to be': *The job turned out to be harder than we thought.*
13. The 'u' in **guarantee** is silent, and the stress is on the final syllable. The phonetic transcription is
/,gærən'ti:/
14. **However** can be used in several ways. Here it is a conjunction used to introduce a contrasting idea.
15. A **policy** is a set of rules which dictate how a company acts in specific situations: *It's against company policy for me to do that.*
16. **Any** has the meaning of 'whatever' here: *You can have any colour you want as long as it's black.*
17. **Sale** is another word with several meanings, but it can never be a verb (the verb is 'to sell'). Here, it refers to a period when shops reduce their prices. However, it can also refer to the act of selling: *The government wants to ban the sale of violent video games.*
18. **Prove** is the verb and **proof** is the noun.
19. **One** refers to 'receipt' here. Here's another example: *I hope you have a plan because I don't have one.*
20. **Items** are things you have bought or plan to buy: *There were six items on my shopping list.*
21. If you use a **debit card** to pay for something, the money is automatically taken from your current account. A **credit card** allows you to buy things and pay for them at a later date.



RETURNING GOODS — WORKSHEET

A. MATCH THE WORDS WITH THE PICTURES

credit card guarantee money sale shoes size
label receipt shop assistant purchase customer store

1



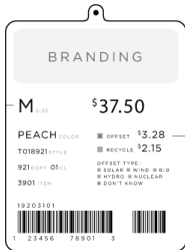
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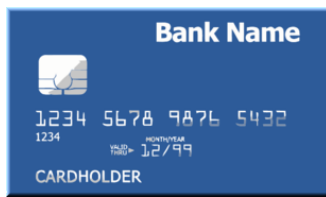
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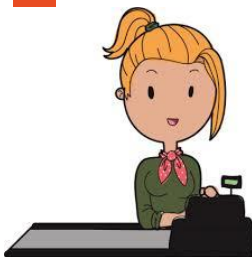
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7



8



9



10



11



12



B. CHOOSE THE CORRECT WORD

If you buy something in a shop and it turns (1) *out/up* to be damaged, broken or faulty in some way, you have a legal right to return the goods and get your money back, as long as they are (2) *always/still* under guarantee.

If you bought something in a shop and then just change your mind (3) *about/for* it, you do not have any legal right to return the goods. (4) *However/Therefore*, many shops have a returns policy which lets you (5) *take/to take* your items back to the shop for any reason and get a refund.

Sometimes shops will only let you exchange the goods (6) *by/for* something else in the store, rather than (7) *giving/to give* you a refund. Or they (8) *may/must* give you a credit note or voucher to use in their store. This is often the case if you're returning something you bought (9) *in/on* a sale.

You'll usually (10) *ought/need* to show where and when you bought your goods. You can (11) *prove/proof* this with your receipt if you have one.

If you don't have a receipt and you bought the items using a debit or credit card, you could ask if they will accept a card statement as proof of (12) *purchase/purchasing*.

ANSWER KEY

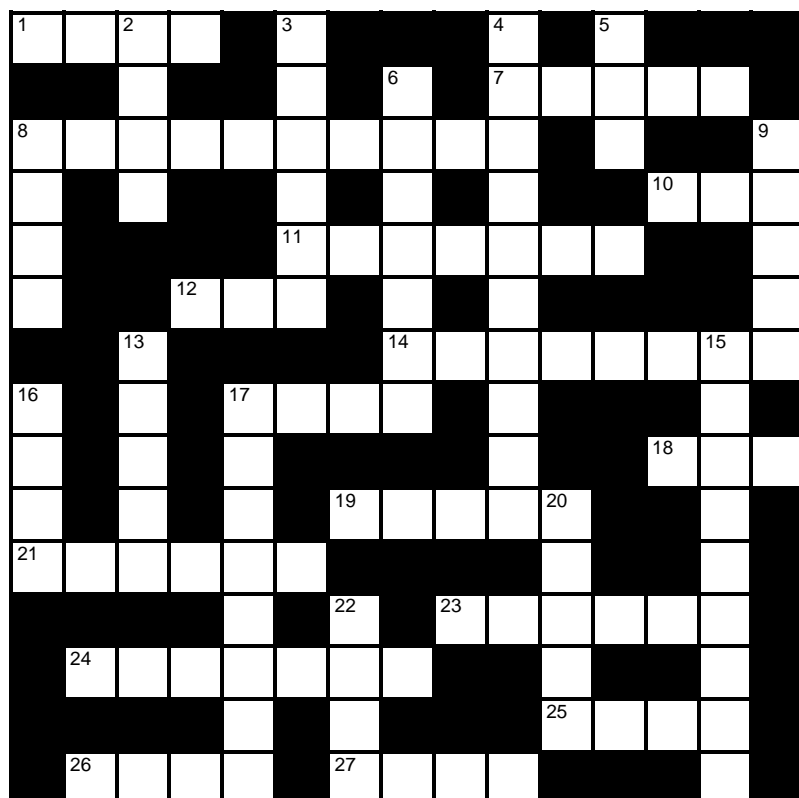
A. MATCH THE WORDS AND PICTURES

- | | |
|----------------|-------------------|
| 1. receipt | 7. shop assistant |
| 2. shoes | 8. size |
| 3. store | 9. guarantee |
| 4. label | 10. sale |
| 5. credit card | 11. payment |
| 6. customer | 12. money |

B. CHOOSE THE CORRECT WORD

- | | |
|------------|--------------|
| 1. out | 7. giving |
| 2. still | 8. may |
| 3. about | 9. in |
| 4. However | 10. need |
| 5. take | 11. prove |
| 6. for | 12. purchase |

RETURNING GOODS — CROSSWORD



Web Version

Across

- 1 I ____ £20 for these shoes (4)
- 7 You have a legal ____ to return the goods (5)
- 8 Alternative to a refund (6,4)
- 10 Some shops ____ you exchange goods without a receipt (3)
- 11 Proof of purchase (7)
- 12 I bought these shoes for my ____ (3)
- 14 Could I ____ this shirt for another size? (8)
- 17 This ____ of shoes cost £50 (4)

Down

- 2 Article (4)
- 3 Take back (6)
- 4 Means of payment (6,4)
- 5 How long ____ did you buy them? (3)
- 6 Another word for 8 across (7)
- 8 Some shops offer a discount for ____ (4)
- 9 A large shop (5)
- 13 The washing instructions are on the ____ (5)
- 15 This watch has a five-year ____ (9)
- 16 Place where you buy things (4)
- 17 Buy (8)
- 20 You wear them on your feet (5)
- 22 You should always ____ the receipt (4)
- 18 ____ I help you? (3)
- 19 Things that are sold (5)
- 21 The shop has a no-returns ____ (6)
- 23 Not working properly (6)
- 24 A shop should not sell ____ goods (7)
- 25 How big something is (4)
- 26 Period when goods are sold at a discount (4)
- 27 Bad (quality) (4)

SOLUTION

1	P	A	2	I	D	3	R			4	C	5	A				
			T			E		6	V	7	R	I	G	H	T		
8	C	R	E	D	I	T	N	O	T	E		O				9	S
	A		M			U		U		D			10	L	E	T	
S						11	R	E	C	E	I	P	T				O
H			12	S	O	N		H		T							R
		13	L					14	E	X	C	H	A	N	15	G	E
16	S		A		17	P	A	I	R		A					U	
	H		B		U					R				18	C	A	N
	O		E		R			19	G	O	O	D	20	S			R
21	P	O	L	I	C	Y						H					A
					H		22	K		23	B	R	O	K	E	N	
		24	D	A	M	A	G	E	D			E					T
				S				E				25	S	I	Z	E	
	26	S	A	L	E			27	P	O	O	R					E

RETURNING GOODS — WORD SEARCH



Web Version

Bought

Broken

Credit card

Credit note

Damaged

Exchange

Faulty

Goods

Guarantee

Item

Label

Legal

Pair

Policy

Proof

Purchase

Receipt

Refund

Return

Right

Sale

Shoes

Shop

Size

Store

Voucher

SOLUTION

