



Lesson 94: Returning an Item

Exercise 01

Vocabulary

a pair of jeans	(N)	one piece of clothing with two legs, made from denim	I think I need to buy a new pair of jeans because all the ones I have are worn out.
mannequin	(N)	a model of the human body used for showing clothes in shop windows	I like what the mannequin is wearing. It looks so trendy and fashionable.
on sale	(Phrase)	offered at a lower price than usual	Everything in the store is on sale today.
policy	(N)	a set of rules or ideas that are followed by a business or an organization	Company policy requires male employees to wear a tie.
return	(N)	money given back to a customer who is not satisfied with something they have purchased	She wanted a refund because the sweater did not fit.

Exercise 02

Dialogue Practice

Read the dialogue aloud with your teacher.

Nina is talking to a shop clerk on the phone about an item she wants to return.



Shop Clerk

Grey Department Store. Good morning. What can I do for you?



Nina

Good morning. This is Nina. I bought a pair of jeans at your store yesterday for my husband, but when he tried them on, they were too small for him. Can I come to your shop later to return them for a refund?





Shop Clerk

Let me check, ma'am. Which jeans did you buy and which size were they?



Nina

They are a pair of black jeans, and the size is medium. I think they're the ones the mannequin was wearing.



Shop Clerk

Oh, I see. That pair is actually on sale, and we have a policy for sale items. Unfortunately, items on sale can't be returned. I am sorry about that, but it's the store policy. However, you can exchange the pants for a different product if you would like.



Nina

Ah, I see. Do you have those pants in a bigger size? Large or extra-large, perhaps?



Shop Clerk

Oh, I am sorry ma'am, but those sizes are already sold out. If you want, you can choose another item with the same price or you find something more expensive. You will just need to pay the difference.



Nina

Okay, thanks for the information. I think I'll just drop by the store with my husband, so he can choose for himself. And what if I find something with a lower price? Can I receive the difference in change?



Shop Clerk

I am sorry, but we don't give partial refunds on sale items, so it's better to choose something with the same price.



Check your understanding:

- What did Nina buy for her husband?
- What was the problem with the item that Nina bought?
- Was it possible to return the item?

Exercise 03

Role Play

Role-play the following situation with your teacher.

Situation:

- You are a customer, and your teacher is a store clerk.
- Return an item that you bought yesterday and ask for a refund.
- Be sure to explain why you want to return the item.

Exercise 04

Discussion

- 1) Do you often give clothes as a gift?
- 2) Have you ever received clothes as a gift from someone and tried to return it to the store?
- 3) If someone doesn't like a gift you have given them, would you tell them to return it to the store?
- 4) Have you ever returned a product that you bought? What products have you returned recently?
- 5) Is returning products common in your country? Why do you think so?

