







## At the end of the lesson, the student will be able to:

\* give a smooth English conversation with regards to returning an item to a shop.









## **Dialogue**

Clerk: Good Day! May I help you?

Customer: Yes. I would like to return these trousers.

Clerk: May I ask why you're returning them?

Customer: I actually bought these for my husband, but they're too small for him.

Clerk: Oh I see. Do you have the receipt?

Customer. Yes. Here it is.

Clerk: I'm sorry. This item was on sale. There's no refund on sale items. You can exchange them to something else or we can give you a credit note.

Customer: Do you have the trousers in larger size?

Clerk: Let me check. I'm afraid we're sold out.

Customer: I'll get a credit note then. How long is it good for?

Clerk: It's good for a year.

Customer: Alright. I'll come back the next day and see if I can find something he might like. Thank you.











## receipt

## credit note

**Activity** 



\* Match the words to their corresponding meanings

- 1. return
- 2. on sale
- 3. sold out
- 4. refund
- 5. exchange
- 6. receipt
- 7. valid
- 8. credit note

- a. proof of purchase
- b. effectivity
- c. able to be bought at reduced prices
- d. to replace with an equivalent or something else
- e. return of money to a purchaser
- f. no more available to buy
- g. to send back to where something was bought
- h. a paper stating a certain amount a store owes you