



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.

