



SALE



English when you Return an Item to a shop

A : Can I help you?

C : Yes. I'd like to return these jeans.

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

C : I bought them for my son, but they're too short.

A : Do you have the receipt?

C : Yes, here it is.

A : I'm sorry. These jeans were on sale. There are no refunds on sale items. You can exchange them for something else or we can give you a credit note.

C : Do you have the jeans in a larger size?

A : Let me check. **[a minute later]** I'm afraid they have sold out.

C : Okay, I'll take a credit note. How long is it good for?

A : It's good for a year.

C : Okay. I'll come back next week and see if I can find something else he might like.

Work with your partner. Role-play the dialogue, substituting the different expressions below. Then reverse roles.

Can I help you? Yes, I'd like to return this top.

May I help you? Yes, I want to return this jacket.

May I ask why you're returning it?

Can I ask why you're returning it?

I bought it for my son, but it's too small.

My husband / It doesn't fit

My daughter / She didn't like the colour.

My friend. / She didn't like the style.

Do you have the receipt?

There are no refunds on sale items.
 We don't give refunds if the items were on sale.
 We don't give you your money back if the item was on sale.
 Do you have the top in a larger size?
 a smaller size.
 in a different colour.

Match the words or expressions below with the correct meaning on the right.

1. return
2. on sale
3. sold out
4. refund
5. exchange
6. receipt
7. valid
8. for sale
9. see if I can find
10. credit note

Words	Meaning
	available to buy
	give back
	swap
	no more available to buy
	proof of purchase
	reduced price
	look for
	give back money
	able to use
	note allowing customer to purchase goods to the value specified

D. Now try it yourself

Complete the dialogue below with appropriate expressions:

- A : _____ ?
- C : Yes. _____.
- A : _____ why you're returning them?
- C : I bought them for _____.
- A : Do you have your _____ ?
- C : Yes, here it is.`
- A : I'm sorry. These jeans were _____
 _____ . You can exchange them for
 something else or we can give you a credit note.
- C : Do you have the _____ ?
- A : _____ .
- (a minute later)**
- C : Okay, I'll take a credit note. _____
 _____ ?
- A : It's _____ for a year.
- C : Okay. I'll come back next week and see if I can find something else he might like.

ANSWERS

Words	Meaning
for sale	available to buy
return	give back
exchange	swap
sold out	no more available to buy
receipt	proof of purchase
on sale	reduced price
see if I can find	look for
refund	give back money
valid	able to use
credit note	note allowing customer to purchase goods to the value specified