

Refund (noun): a sum of money that is paid back to you, especially because you returned goods to a shop.

Man: Hello, can I help you?

Woman: Yes, I'd like to return this fan.

Man: Okay, may I ask why you're returning it?

Woman: It's too big, so I don't have anywhere to put it.

Man: So there's nothing wrong with it ----- **at all** -----?

Woman: No, *it's just not right for me.*

Man: And do you have the receipt ----- **on you** -----?

Woman: Yes... Just a minute... It should be in my bag... Oh no... I think I've forgotten it! I must have left it at home.

Man: Okay, so I can still give you a refund, but it'll be in -----**vouchers**-----.

Woman: Can't you -----**bend the rules**----- a little? I promise I bought it here.

Man: I'm sure you did, but *I'm afraid* we need the receipt to do a cash or card refund.

Woman: If I come back another day with the receipt, can I get the refund then?

Man: You can get a refund within two weeks of your purchase.

Woman: And can I give you the fan back now? I don't want to -----drag----- it home and then here again.

Man: Sorry, we've got nowhere to put it. You can bring it back another day and get a refund, or take the vouchers today.

Woman: Fine. I'll take the vouchers, then. Do they have an **Expiry date** -----?

Man: No, you can use them any time. Here are your vouchers, and your refund receipt.

Woman: All right, thanks then.

Man: Thank you, bye bye!

F1: Oh, er, excuse me. I bought these boots from you, and *I'm afraid* I have to return them.

They're the right size, my regular size, but they really *pinch* me across the top of this foot.

press tightly between two surfaces

They're really quite painful.

M1: I *see*, madam. And have you worn them outdoors, then?

F1: Well, yes. That's how I discovered they were so uncomfortable.

M1: Yes, I see. Do you have the receipt?

F1: Well, no. That's the problem. I can't find it anywhere, and I paid by cash, not with a card. I've got the bag they came in, your bag.

M1: Yes, I can see that, madam, but we **do** need some proof of purchase before we can offer any refund or exchange of goods.

F1: Yes, but you can see they're your boots. I mean, they're in the original box as well. And that's got the name of your shop all over it.

M1: Yes, but *I'm afraid* it's company policy not to exchange or refund on any goods for which there's no receipt. I'm awfully sorry.

unbelievable

F1: Huh! This is **ridiculous**. Oh! Look, there's the woman who served me. She'll remember me, I'm sure. Er, excuse me! Miss! Can you come over here, please?

F2: Yes, madam. What **seems to be the problem?**

F1: Well, you remember I bought these boots from you a few weeks ago?

F2: Well, I can't say I do, madam. When was this?

F1: You must remember! It was just before Christmas.

F2: Before Christmas? Well, that's our busiest time, madam. I really can't say I can remember any one customer above another during that time.

M1: Customer wants to return these boots with no receipt, Sonia.

F2: Oh, I see. Well, it's company policy not to exchange or refund on any goods ...

F1: Yes, I know that! Oh, **for heaven's sake!**

used to show that you are annoyed or angry

Oh, for heaven's sake, Mark, do you have to make everything into a joke?

Debbie: Hello, I bought this laptop computer a little over a month ago, and I am having some difficulty with it.

Shop assistant: What seems to be the problem?

Debbie: The screen is flashing. It's really *annoying* **irritating**. *I would like* to return it and get my money back.

Shop assistant: I'm sorry, our shop has a very strict return *Business plan* **policy**. After more than a month, we are not able **to refund** your money.

Debbie: Well, I just bought it and it's already broken. I didn't do anything unusual to it - I didn't drop it or anything. I think it has some kind of manufacturing -----**defect** ----- *a mistake in construction*.

Shop assistant: Your computer has a one-year -----**warranty**----- . You could -----**ship** ----- *to send something large through the post* ----- the computer back to the company, and they will replace it

Debbie: Can't I just -----**exchange**----- the computer here?

Shop assistant: I am afraid that's not possible after a month.

Debbie: Can I please talk to the manager?

(A few minutes later...)

Manager: Hello, I hear your computer is having some problems and you would like to return it. *I am afraid* we can't return your money, and I would give you another one, but we no longer carry that model. We can, however, offer you a -----
credit note (BrE)
store credit (AmE)

You can use it to buy another computer or anything else we -----**carry**-----

to have an item in the shop for sale

here in the shop.

Debbie: That would be fine. Thank you very much for your help.

Manager: No problem.

A: Hello. I bought this yesterday, but at home I saw that it's damaged. I'd like to exchange it.

B: I'm so sorry to hear that. Could you please specify?

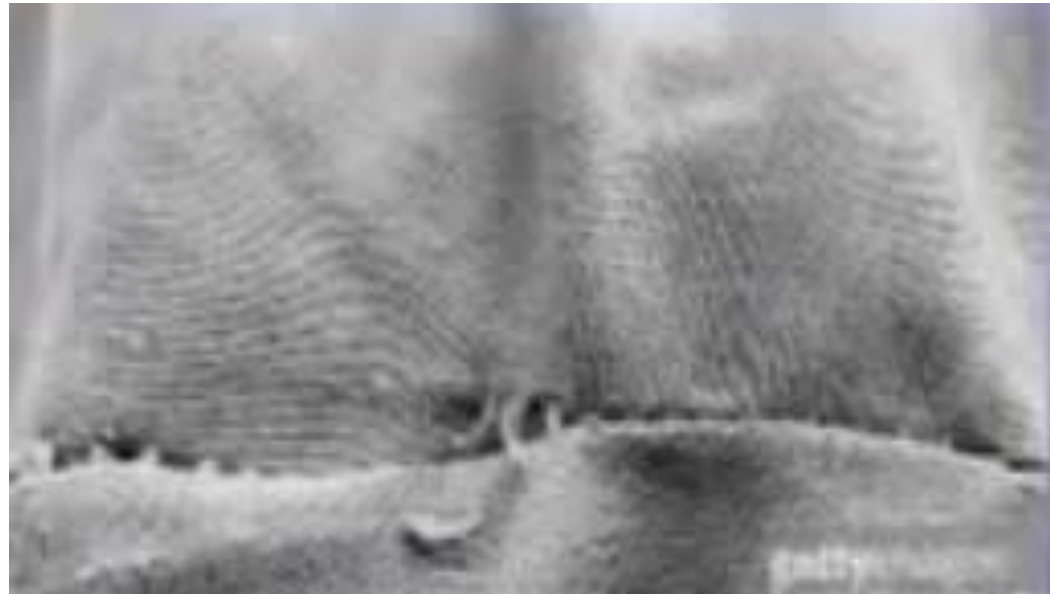
A: Yes, of course. It's **stained** around the chest.



A: Hello. I bought this yesterday, but at home I saw that it's damaged. I'd like to exchange it.

B: I'm so sorry to hear that. Could you please specify?

A: Yes, of course. **The stitching is loose** around the neck.



A: Hello. I bought this yesterday, but at home I saw that it's damaged. I'd like to exchange it.

B: I'm so sorry to hear that. Could you please specify?

A: Yes, of course. It's **torn** around here.



A: Hello. I bought this yesterday, but at home I saw that It's damaged. I'd like to exchange it.

B: I'm so sorry to hear that. Could you please specify?

A: Yes, of course. It's **pilling** around here.



A: I bought this packet of cheese a little earlier today and I've just noticed it's ~~rancid~~, so I would like to return it.

B: Sure, I'm sorry about that. You'll need to show the receipt.