ENGLISH A2 · UNIT 10 · EVERYDAY ENGLISH Name: _____ Date: _____

Everyday English: Returns, refunds and parcels

Focus: everyday English: I'd like to return this. / Would you like a refund or an exchange? / These don't work.

Model dialogue: at the clothes shop

Anna: Hello. I'd like to return this jacket, please. It's too small.

Assistant: Of course. Have you got the receipt?

Anna: Yes, here it is.

Assistant: Would you like a refund or an exchange?

Anna: An exchange, please. Have you got it in a large?

Assistant: I'll check. If we haven't got one, I can order it for you.

Anna: Thanks. I'd like the blue one, not the red one.

order **work** **anything** **bought** **ones** **sorry** **cancel** **replace** **refund**

1 At the phone shop — Complete the dialogue with the words in the box.

Example: Hello. Can I _____ you? → help

Omar: Excuse me, these headphones don't _____.

Ken: I'm _____ about that. When did you buy them?

Omar: I _____ them here last week. Here's the receipt.

Ken: Thank you. If you bought them here, we'll _____ them.

Omar: Could I have a _____? I don't want the same ones again.

Ken: Yes, of course. Is there _____ else I can help you with?

Omar: Yes. Have you got this charger in black? I can only see white _____.

Ken: I'm afraid not, but I'll _____ it for you. It'll arrive on Monday.

2 Match the sentences and the replies.

1. I'd like to send this parcel.
2. Fill in this form, please.
3. Have you got this in a medium?
4. The black one or the grey one?
5. My new charger doesn't work.

a. OK. Have you got a pen?
b. The grey one. It suits me better.
c. Return it and we'll replace it.
d. Sorry, we've only got a large.
e. Does it contain anything valuable?

ANSWER KEY

1 1 work, 2 sorry, 3 bought, 4 replace, 5 refund, 6 anything, 7 ones, 8 order **2** 1 e, 2 a, 3 d, 4 b, 5 c

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