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

Reading: Returns and refunds

Focus: reading a shop's help page: conditionals, time clauses, one / ones, indefinite pronouns

Help: returns and refunds

You can return your order up to 30 days after it arrives. In the first 14 days, you get a full refund. After that, you only get an exchange. If you need another size, we'll send a new one. Everything must be clean, with the price tag.

Fill in the form and put it in the parcel. You don't need a stamp because the delivery is free. When we get your parcel, we'll send you an email. We'll pay the refund to your card as soon as we check the clothes.

You don't need the receipt. Your order number is in your account. If something is faulty, call customer service before you return it. We will repair or replace it, or give you a refund.

1 Read the text. True or false?

1. You can return something for 30 days after the parcel arrives. ☐ T ☐ F
2. After 14 days you can still get a full refund. ☐ T ☐ F
3. You have to pay for a stamp when you return a parcel. ☐ T ☐ F
4. The shop sends an email when it gets the parcel. ☐ T ☐ F
5. If you lose the receipt, you can't get a refund. ☐ T ☐ F
6. You should call customer service before you return something faulty. ☐ T ☐ F

2 Answer the questions about the text.

Example: What must be on the clothes? → The price tag must be on them.

1. What do you get if you return something after 14 days?

   _____

2. Why don't you need a stamp?

   _____

3. Where can you find your order number?

   _____

4. What will the shop do if something is faulty?

   _____

ANSWER KEY

1 1 T, 2 F, 3 F, 4 T, 5 F, 6 T **2** 1 You only get an exchange. | 2 You don't need one because the delivery is free. | 3 It is in your account. | 4 They will repair or replace it, or give you a refund.

Gratis te downloaden, te printen en te gebruiken – thuis, in de klas of waar je maar wilt.