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

Yuklab olish, chop etish va uyda, sinfda yoki istalgan joyda foydalanish uchun bepul.