



SHOPPING & RETURNS

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1. What's the Problem?

Read the situations.

What is wrong with each purchase?

1. You bought a shirt yesterday. When you get home, you notice a small hole.
2. You bought shoes online. They are too small.
3. You bought a jacket as a present, but your friend doesn't like it.
4. You bought trousers last week. The zip is broken.
5. You ordered a blue shirt online, but a green one arrived.
6. You bought a sweater, but you have changed your mind.

2. What Would You Say?

Complete the conversations.

Situation A: "I'd like to return this shirt because _____."

Situation B: "I ordered a blue one, but _____."

Situation C: "These shoes don't fit. Could I _____?"

Situation D: "The zip is broken. Is it possible _____?"

3. Return, Exchange or Refund?

Choose the best option.

You bought black shoes, but they are too small.

Return / Exchange / Refund

What would you say?

You bought a broken coffee machine.

Return / Exchange / Refund

What would you say?

You ordered a red shirt, but the shop sent a blue shirt.

Return / Exchange / Refund

What would you say?

You simply don't want the jacket anymore.

Return / Exchange / Refund

What would you say?

4. The Customer Has a Problem

Work with a partner.

Customer

You bought a jacket three days ago.

When you wore it for the first time, you noticed that one of the buttons was missing.

You have your receipt.

Explain the problem.

Ask what the shop can do.

Shop Assistant

Listen to the customer.

Ask questions.

Then offer a solution:

- exchange it
- repair it
- give a refund

Try to solve the problem politely.

REAL ENGLISH BOX

When returning something, **"I'd like to..."** is very useful.

"I'd like to return this."

"I'd like to exchange this for a larger size."

"I'd like to ask for a refund."

You can then explain why:

"It's too small."

"It's damaged."

"I received the wrong item."

Teacher Key

1. What's the Problem?

Answers describe the problem.

3. Return, Exchange or Refund?

1. Exchange
2. Return / Refund
3. Exchange
4. Return / Refund

For the speaking activities, accept reasonable solutions.