

Daily Life - Returning A Product (C0299)

A: Hi I would like to return this TV.

B: Sure, do you have the receipt?

A: Yeah here you go. Actually I also want to return this keyboard.

B: Ok, may I ask what is the reason for returning these products?

A:: The TV flickers a lot when I am watching a movie and at times the image is not very clear.

B: I see, and what about the keyboard?

A: I spilled some coffee on it and now it won't work.

B: I am sorry sir, but we can only exchange or refund defective products, we cannot take responsibility for misuse or damages.

A: Fine! I don't know why they make these things so delicate anyways.

Key Vocabulary

receipt	<i>N</i>	a piece of paper that proves you bought something
return	<i>V</i>	go back to the original place
keyboard	<i>N</i>	controller device for computer
product	<i>N</i>	things that a company makes or sells
flicker	<i>V</i>	to move to and fro; vibrate; quiver
spill	<i>V</i>	to cause or allow to run or fall from a container
exchange	<i>V</i>	give something and receive something in return
defective	<i>A</i>	having a mistake or error
refund	<i>V</i>	to get your money back
delicate	<i>A</i>	fragile; easily damaged

Supplementary Vocabulary

complaint	<i>N</i>	an expression of discontent
invoice	<i>N</i>	a document issued by a seller to a buyer showing the goods or services supplied and money due
policy	<i>N</i>	a plan of action adopted or pursued by an individual, government, party, business
quality	<i>N</i>	degree or standard of excellence
warranty	<i>N</i>	guarantee given to the purchaser by the dealer, manufacturer will make repairs or replace defective parts free of charge for a stated period of time.