D.) Good day to you sir.

K.) Good day , How can I help you ?

D.) Some time ago, I bought a tube of ointment for my skin disease. I have used it recently and it caused an allergic reaction, as you can see.

K.) Hmm, let me see. Yeah it looks like a common acne breakout, but it seems to be quite irritated. Do you have the product with you here, or at least its name?

D.) Yes, I’ve got it here. Here you go.

K.) Where exactly have you bought this product?

D.) I’ve been on grocery shopping and there was a guy in front of the market, he had a stand there and said that it’s good for skin and so on …

K.) Jexor 5000, and after the expiration date. Hand me your Insurance card, please.

D.) Wait a moment, please, let me get it out of my wallet. It’s hard for me to get cards out of my wallet I might think of getting a new one.

K.) Hmm, you don’t seem to be allergic to any of the components in this product. The expiration date might have caused a chemical reaction and changed the contents of the tube. And I am pretty sure that they are not the ones you are allergic to, but they definitely can cause an irritation.

D.) I see, well shouldn’t the label at least warn about its possible effects after expiration date?

K.) The label is at the bottom of the tube and it’s really small, you just didn’t notice it.

D.) Oh, I see. Could you at least recommend something for the irritation?

K.) Yes, I could, and its quite inexpensive too. It’s a common brand that’s popular among the cosmetics companies, which specializes in skin care. Try not to use it after the expiration date, though this one shouldn’t change its contents much, only its effectiveness.

D.) OK, how much is it?

K.) 3 pounds 49.

D.) All right I will take it.

K.) Here you go, anything else ?

D.) No thanks that’s all. Thank you for everything.

K.) Thank you for your patronage.