

## Class 4

¿Problemas con tus compras en línea?

¡Aprende a comentar, opinar y pedir ayuda en inglés!

### SCRIPT

**YouTuber:** Hi everyone. So... I recently bought a hair dryer online, and I wanted to share my experience with you guys. Now, I usually buy hair products from this brand because they've been reliable in the past. However, this purchase turned out to be quite disappointing.

First of all, I have to say that this is the worst hair dryer I've ever used. To start with, this thing simply doesn't heat up enough. I mean, what's the point of using a blow dryer if it doesn't provide enough heat to dry your hair effectively, right?

Now, let's talk about hair tangling. If you have longer hair like me, this is not a good choice. I've used several different hair dryers, and my hair has rarely gotten caught like it did with this one. I know that this can happen with any dryer but trust me, it happened several times despite being cautious.

But here's the real problem – this hair dryer stopped working the third time I used it! I was just trying to get my hair dry, you know? And it died. Just like that, it quit on me. Like my ex.

So, I called Customer Services and said “Excuse me, could you help me? I think the dryer I bought is defective. How do I exchange this product? I really want one that works well!” but the assistant said there was nothing they could do as more than 30 days had passed after my purchase plus their Return Policy apparently says that they don't accept items if the packaging has been broken! You gotta be kidding me!

Now, tell me: how do I get rid of this thing? And how do I get my money back? And most importantly, how do I dry my hair if I don't have a blow dryer? Hmm? It's not like I complained that they were supposed to deliver my package on Monday at nine o'clock in the morning and they ended up dropping it off on Saturday night at half past ten!

In conclusion, if you're looking for a hair dryer that's reliable, efficient, and user-friendly, I'd suggest you keep looking because this one is definitely not worth your money. After this experience, I can confidently say that I will never purchase anything from this brand again!

Remember that my next video is coming out at the end of this week! Don't forget to like, share and subscribe! Lots of love!

## CLASS 4: ACTIVITY

### Instructions:

Watch a famous YouTuber reviewing a product they bought online. Then, answer the following questions about reviewer's opinions, their likelihood of buying the product again, and how they resolved any payment, return or exchange issues. Please underline or highlight the right answer.

1. How often does this buyer shop from this online store?
  - a. Usually
  - b. Always
  - c. Occasionally
2. What question did the reviewer have when calling Customer Services?
  - a. How do I return an item?
  - b. How do I exchange an item?
  - c. How do I purchase an item?
3. Will this buyer recommend this shop or its products in the future?
  - a. Never
  - b. Always
  - c. Generally
4. This customer has used several different hair dryers before this one but...
  - a. her hair has hardly ever gotten caught like it did with this one.
  - b. her hair has sometimes gotten caught like it did with this one.
  - c. her hair has rarely gotten caught like it did with this one.
5. **Reorder** the following sentences:
  - thing do of rid I how get this ?
  - how my back get money and I do ?
  - I blow my dry hair if I don't do how a dryer have ?

**CLASS 4: ANSWER KEY**

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5. **Reorder** the following sentences:
  - *How do I get rid of this thing?*
  - *How do I get my money back?*
  - *How do I dry my hair if I don't have a blow dryer?*