



Returning an Item

Conversation > Intermediate 6



Exercise 1 – Vocabulary

mannequin	A model of a person's body that is used for advertising clothes in a shop.
[noun]	<i>Ex: I like what the mannequin is wearing, it looks so trendy and fashionable.</i>

on sale	Something that can be purchased for a lower price than usual; discounted.
[phrase]	<i>Ex: Everything in the store is on sale today.</i>

policy	A plan or rule put in place by an organization.
[noun]	<i>Ex: Company policy requires male employees to wear a tie.</i>

exchange	The act of giving something to someone and them giving you something else.
[verb]	<i>Ex: Can I exchange this shirt for that dress over there?</i>

refund	An amount of money paid back to a customer who returns something they bought.
[noun]	<i>Ex: She wanted a refund because the sweater did not fit.</i>



Exercise 2 – Dialogue

Choose one character and read the dialogue aloud with your tutor.

Clerk: Macy's Department Store. Good morning. What can I do for you, ma'am?

Lisa: I bought a pair of jeans at your store yesterday for my husband, however, they were too small for him.

Clerk: Let me check, ma'am. Which jeans did you buy and which size were they?

Lisa: A pair of black jeans, they were on the mannequin, the size is medium. Can I return them for a refund?

Clerk: That pair was actually on sale, and we have a policy for sale items. Items on sale can't be returned.

Lisa: Ah, I see. Do you have those pants in a bigger size? Large or extra-large, perhaps?

Clerk: Those sizes are already sold out. However, you can exchange the pants for a different product.



Lisa: I think I'll just drop by the store with my husband, so he can choose for himself.

Clerk: I'm sorry about this, but it's the policy. You can choose any item with the same price, however.

Lisa: What happens if I find something more expensive?

Clerk: If you find something more expensive, you will just need to pay the difference.

Lisa: And what if I find something with a lower price? Can I receive the difference in change?

Clerk: We don't give partial refunds on sale items, so it's better to choose something with the same price.

Lisa: Okay, thanks for the information.



Exercise 3 – Fill in the Blanks

Choose the correct answers from the answer pool below and fill in the blanks.

Answer Pool

exchange
policy
on sale
refund
mannequins

1. I bought a lot of clothes today that were _____.
2. You cannot get a _____ after thirty days without a receipt.
3. It's traditional for the two teams to _____ shirts after the game.
4. It's the _____ of customs to inspect everyone's bags.
5. I'm afraid of _____! They were all over the place in that store.



Exercise 4 – Role Play

Take turns with your tutor and act out the scene described below.

Scene: You are a customer, return an item that you bought yesterday and ask for a refund. The teacher can be the store clerk.



Exercise 5 – Discussion

Discuss the following questions with your tutor.

1. Do you often give clothes as a gift? Why?
2. Have you ever received clothes as a gift from someone and tried to return them to the store?
3. If someone doesn't like a gift you have given them, would you tell them to return it to the store?
4. Have you ever returned a product that you bought? What products have you returned recently?
5. Is returning products common in your country? Why do you think so?