A: Hello, can i help you?

B: Well, when your store opened last week i bought a smart rice

cooker on your sales, but it broke down.

A: Emmmm, so do you want to repair the electric rice cooker?

B: No, I want a direct refund.

A: Why not? I don 't think it's worth the money.

A: Are you sure you followed the instructions carefully? Did you use it incorrectly?

B: I'm sure not, I followed the instructions exactly at each step.

A: Well, how about a new one with your receipt, please? I promise it won't have any problems .

B: No, I don't need it ,I just want to return my money, the receipt is here, please hurry up, sir, the people in the back line are impatient, they are all here to refund.

A: Yes, sir. Just a moment, please.