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EA06. Returns and Exchanges

Student Name: _____ Student ID Number: _____

Instructor: _____ Level: _____ Date: _____

For media links in this activity, visit [the LLC ESL Tutoring website for Upper Level SDLAs](#). Find your SDLA number to see all the resources to finish your SDLA.

Section 1: Introduction

Have you ever bought an item from the store, but when you took it home, you realized you didn't want to keep it anymore? Was it the wrong size? Did you want a different color? When you want to take an item back to the store and change it for a different item, you need to ask to *exchange* it. If you just want your money back, and you don't want to *exchange* your item, then you need to *return* your item. It can be difficult to use the appropriate language to ask for an *exchange* or a *refund*, so it is important to be familiar with the vocabulary and questions you might hear when *returning* an item.

You Try: [Listen to the Section 1 conversation](#) between a store employee and a customer. If the speakers talk too fast, there is a transcript of the conversation on the webpage that you can use. When you've finished listening to the conversation, answer the following questions.

1. What item does the customer want to return?
 - a. Shoes
 - b. Sweater
 - c. Scarf
2. Does the customer want to get a refund or make an exchange?
 - a. Refund
 - b. Exchange
3. What is the first problem the customer tells the store employee?
 - a. It shrank.
 - b. The fabric is coming apart.
 - c. The color faded.





4. How many days can someone return an item with a receipt?
 - a. 4
 - b. 5
 - c. 6

5. How does the conversation end?
 - a. The store clerk eventually gives the customer a refund.
 - b. The customer is able to exchange the item.
 - c. The customer leaves the store without the item.

Section 2: Vocabulary

Part 1:

Go to www.learnersdictionary.com to find the definition for each word below. Write the definition below.

Return (v) _____

Exchange (v) _____

Refund (n) _____

Receipt (n) _____

Defective (adj) _____

For sale _____

On sale _____

Policy (n) _____

Credit (n) _____





Based on the definitions on the previous page, answer the following questions.

1. You know the definition of “return” and “policy,” so what do you think **return policy** means?

2. You know the definition of “store” and “credit,” so what do you think **store credit** means?

3. What is the difference between “on sale” and “for sale”?

Part 2:

Use each vocabulary word from Part 1 in the sentences below. Each word is only used once.

Conversation 1:

Store Clerk: Hello. How can I help you?

Customer: Hi. I’d like to _____ this shirt for a different size. I bought this shirt last week, and when I got home I realized it was too big.

Store Clerk: Not a problem. I actually think this shirt is _____ right now. Can I please see your _____?

Customer: Oh no. I don’t think I have it with me.

Store Clerk: I’m sorry. Our return _____ states that you must show a receipt for exchanges.

Conversation 2:

Customer: Hi. I would like to _____ this DVD Player.

Store Clerk: Okay. Was there anything wrong with it?

Customer: Yes, actually. It was _____. It wouldn’t even play any of my DVDs.

Store Clerk: I’m sorry about that. Can I please see your receipt?

Customer: Sure. Here it is.

Store Clerk: Thank you. . . Oh. According to your receipt, you purchased this DVD player 4 months ago. Our return policy states that you can only get a _____ for an item if you return it within 90 days of your purchase date. Because it’s been so long, I can only give you store _____.

Customer: That’s fine. I shop here pretty often. . . Oh, do you have any phone chargers _____? Or will you only sell one to me if I buy a phone?





Section 3: What to Say

When you return or exchange something, there are some questions and expressions you can use. Most of them include the modals **can**, **could** or **would**.

Can/Could:

In questions, the modal **could** is usually used when you want to make a *formal* request, and the modal **can** is usually used when you want to make an *informal* request. For example, when you ask someone, “**Could** I get a refund?” you are making a request. When you ask someone, “**Can** I get a refund?” you are also making a request, but it is more informal. In both questions, you want to know if it is possible to get your money back for an item you already purchased. Below are some other requests you can ask. What is the meaning of each request?

1. Could I exchange this item for something else? Write the meaning of this question.

2. Could I speak to the manager? Write the meaning of this question.

3. Can you show me the items that are on sale? Write the meaning of this question.

Would:

In statements, the modal **would** is used when you want to make a request. For example, when you say, “I would like to return this,” you are making a request. You want to know if it is possible to return the item you already bought. Notice that the contraction form is more common than using *would*.

I <u>would like</u> to return this. → I’d <u>like</u> to return this.
She <u>would like</u> to make a complaint. → She’d <u>like</u> to make a complaint.
We <u>would like</u> to exchange this item. → We’d <u>like</u> to exchange this item.
They would like to speak to the manager. → They’d <u>like</u> to speak to the manager.

*You can add **please** at the end of a request to sound more polite. For example, “Could I have a refund, **please**?” or “I’d like to get a refund, **please**.”





Section 4: Making Returns and Exchanges

Part 1:

Read the list of possible questions and statements you might use while making a return or exchange. Underline the modal **can**, **could**, or **would** in each question.

Store Clerk
How can I help you?
Would you like to return this?
Can I ask why you're returning this?
Do you have the original receipt?
Is there anything wrong with this item?
Are you familiar with our return policy?

Customer
Could I get a refund, please?
Can I speak to a manager?
I'd like to exchange this for a different size, please.
I'd like to return this item.
What items do you have for sale?

Part 2:

Think of **four (4)** reasons why someone might want to return or exchange the following items. Write your ideas in the table below. The first one has been done for you.

Return/Exchange Reasons			
Radio	T-shirt	Shower towel	Pillow
<i>It doesn't work.</i>			
<i>It's broken.</i>			
<i>It's the wrong color.</i>			
<i>It's too big.</i>			

Part 3:

Using the information you've learned so far, create a conversation to return or exchange one of the items above. Be as creative as you'd like. Remember to use the **new vocabulary and requests**. The first one has been done for you as an example.





Conversation 1: Returning a Radio

Store Clerk: Hi, how can I help you today?

Customer: Hi. I'd like to return this radio.

Store Clerk: Ok. Is there anything wrong with it?

Customer: Yes, actually. It's completely defective. I plugged it in to every outlet in my house, and it didn't work with any of them.

Store Clerk: I'm sorry to hear that. Would you like to exchange it for another one instead of returning it?

Customer: No, thanks. I think I'm just going to use my iPhone for my music from now on.

Store Clerk: Ok. Well, can I see your receipt, please?

Customer: Sure. Here you go.

Conversation 2:

Store Clerk:

Customer:

Store Clerk:

Customer:

Store Clerk:

Customer:

Store Clerk:

Customer:

Store Clerk:





Customer:





Section 5: Student Self-Assessment

Complete this table BEFORE meeting with a tutor.

Communication Skill	I can't do this YET. 	I can do this WITH help. 	I can do this WITHOUT help. 	I can TEACH this to a classmate. 
I can use important vocabulary to make returns and exchanges.				
I can use modals to make a request while shopping.				
I can create a conversation to make a return or exchange.				

Here are some words/phrases I need to practice.

Good Job!

Now make an appointment

with a tutor on the LLC ESL Tutoring Website

(www.mtsac.edu/llc/passportrewards/llctutoring).








Section 6: Practice with a Tutor!

Meet with a tutor, and share this activity with the tutor. To make sure you understand how to return or exchange an item, you will use the two items that you didn't write about from Section 4, Part 2 and do a role play with the tutor. You and the tutor will each take turns being the store clerk or the customer. You may also ask the tutor any questions that you might have.

Grading Rubric

Possible Points	Need Practice  (0-1 Point)	Good Job  (2-3 Points)	Excellent Work  (4-5 Points)
Content	Not enough information provided in responses and often does not use correct vocabulary.	Provides most important information in responses and some of the time uses correct vocabulary.	Provides all necessary information in responses and most of the time uses correct vocabulary.
Skill: Speaking	More than 6 mistakes saying words; needs guessing more than 3 times.	Not more than 5 mistakes saying words; needs guessing on 1-2 words or sentences.	Not more than 2 mistakes saying words; needs no guess about meaning.
Oral Fluency	Speaks mostly in phrases, individual words; many pauses.	Sometimes speaks in complete sentences; several pauses.	Speaks in complete sentences; a couple pauses okay.

*Students must receive at least 10 points to move on

Possible Points: _____ / 15

Tutor Comments:

Congratulations! Keep going.

You have successfully completed this SDLA and are ready to continue to the next.

Work on this more.

You have not yet mastered this SDLA. It is recommended that you complete it again.

Tutor Signature: _____

Date: _____

