

## Returning things

**Clerk:** Yes, miss. What can I do for you today?

**Customer:** I'd like to return this coat and get a refund, please.

**Clerk:** I see. And what is the reason?

**Customer:** I'll show you. It's too small.

**Clerk:** Oh, yes. I can see. Do you have your receipt?

**Customer:** Here it is.

## VOCABULARY:

**Refund** - the act of returning money received previously

**Receipt** - a writing acknowledging the receiving of goods or money

## EXPRESSIONS:

I'd like a refund

I'd like to return this

I'd like to exchange this

What's the reason?

What's the problem with it?

I'm sorry. There are no exchanges or refunds.

## PRACTICE:

**Customer:** Excuse me miss, I'd like a \_\_\_\_\_ please.

**Clerk:** What's the \_\_\_\_\_ with it?

**Customer:** It doesn't \_\_\_\_\_.

**Clerk:** Of course. We can give you a \_\_\_\_\_.