

LESSON OUTCOMES - Getting an Exchange/a Refund	
INTRODUCTION	1. Warm up questions 2. Setting the Scene
STRUCTURES	1. Pre-teach structures 2. Grammar: <i>would like</i>
CONVERSATION PRACTICE	Role plays
EXTENSION	Refund policies

Introduction

Warm Up Questions

1. Where do you usually do your grocery shopping?
2. Have you been to Kmart, Target, or Big W? Is there one close to your home?
3. Are you happy shopping there? Why/Why not?

Setting the Scene

Picture to use for the **Setting the Scene** section (adapted from *It's Over to You Stage 2 Book 1: Shops and Services*)

1. Look at the picture.

Where are the two people?
What do you think they are doing?



2. Listen to the dialogue and complete the following exercises.

A: Can I help you?

B: I'd like to return this jumper, please.

A: I see. Is there something wrong with it?

B: It doesn't really suit me.

A: Have you got the receipt?

B: Yes, here it is.

A: Do you want to choose something else in the store?

B: No, I won't, thanks. Can I have a refund, please?

A: OK, I'll just have to fill out this form for you.

- 1) General comprehension question after the first listening:
What are the two people talking about?

- 2) Vocabulary: Do you know the following words? Write the right word after its meaning.

exchange refund receipt

- a piece of paper from a store showing where and when you bought something and how much you paid for it _____
- to return money to a customer _____
- to return a product and take another one in its place _____

3) Comprehension questions after a second listening.

- What did the woman buy?
- What's wrong with it?
- Does she have a receipt?
- Does she want an exchange or a refund?

Structures

Greeting (from a shop assistant)	Can I help you? Are you right? Are you being served?
Making request (* Grammar: Asking politely)	I'd like to return this. Can I return this, please ? I want to return this, please .
Seeking information	What's wrong? What's the problem? Is there something wrong with it?
Making statement of the reasons for an exchange/a return (*use What's Wrong Exercise below)	It didn't fit. It's too small/tight/big for me. The zipper broke. The seam is coming off. I noticed a stain/hole on the sleeve. The shoe strap snapped off. The glass was cracked/broken. It's a different model It's faulty. /It doesn't work. It's got a few scratches. a stain. a hole.
Requesting for the receipt	Do you have the receipt? Have you got the receipt? May I have the receipt please?
Presenting the receipt	Yes, here it is.

1. Grammar: *would like*

I would like... is a polite way to say *I want*. To show your politeness, you can add *please* at the end of the sentence when you use *want*. Examples,

I would like to return this.

I want to return this, please.

- 1) *Would like* is always contracted to *'d like* (*I'd like, we'd like, she'd like, you'd like, etc.*).
I'd like some information about this course.
- 2) You can use *would like* in two forms,
would like + noun *I'd like a refund.*
would like to + verb *I'd like to return this.*
- 3) *would like* structure is often used in ordering food. For example,
---*What would you like?*
---*I'd like a grilled cheese sandwich*

2. **What's Wrong Exercises**

Ideally you can find some pictures or draw some sketches to introduce the “problem” vocabulary such as *broken, cracked, etc.*

- 1) Match the items in the left column with the problems in the right column.

This shirt	broke.
The zipper	was broken.
One of the glasses	has got scratches on the door.
The fridge	is too tight for me.

- 2) Did you ever need to get a refund? What was wrong?

Conversation Practice: Role Plays

1. You bought a kettle last week but it stopped working after three days. You still have the receipt and you want a refund.
2. You bought a dictionary yesterday morning but there are some pages missing. You still have the receipt and would like to exchange it.
3. You bought a pair of shoes for your son, but they were too small. You still have the receipt and would like to exchange it for a bigger size.

Extension: Refund Policies

Refund policy might vary from country to country. Though many large retailer stores have generous “no hassle” refund policies, it will be very helpful to introduce to your student the basic consumer rights and responsibilities in this respect (refer to the NSW Fair Trading website for detailed information

http://www.fairtrading.nsw.gov.au/Consumers/Refunds_and_warranties.html).

1. If there is a fault in the product you bought, what can you do?
 - 1) exchange
 - 2) get a repair
 - 3) get a refund
2. Read the signs below. What do they mean? Did you ever see these signs in the stores?

**No refund for
incorrect choice**

**No refund if you
change your mind**

3. *Yes or No* questions. Why/Why not?

Can you ask for a refund

- 1) if you simply changed your mind?
- 2) if your receipt was lost?
- 3) if the clothes you bought for your children were too big or small for them.
- 4) If a kettle stopped working after three days.

Can you ask for a cash refund if you paid by credit card?

4. Collect a few receipts. Study the information on them. Do they say anything about the store's refund policy?
5. Did you ever get a credit note from stores? What did you do with it?

Homework

Write a recount of an experience you had with getting a refund or an exchange, following the example below.

I bought a pair of shoes from Kmart a couple of months ago. A strap snapped off after I wore it only once. I took it back to the store the next day. I was worried that I could not return it, but they refunded me without any problems. I had to show the shop assistant my receipt.

Ideas for high level students

1. Word building: get a list of the most common prefixes and suffixes in English. Start with a brainstorming exercise. Then explain their basic meaning with examples. In future reading comprehension exercises encourage your student to guess the meaning of new words by using their contexts as well as the prefixes and suffixes in the words if there are any.
2. Use the information in the NSW Fair Trading Website as a reading comprehension task.
3. Compare their experiences in their home country with those she/he has had in Australia.
4. Talk about actions people can take to solve the dispute with the store regarding a refund.
5. Talk about warranties for white goods, etc.