

## SHOPPING STORE RETURNS



**Store Clerk:** Hi. How can I help you?

**Customer:** Yes, I'd like to return this sweater for a refund. I bought a week ago.

**Store Clerk:** Well, first of all, what seems to be the problem?

**Customer:** Well, isn't it obvious by just looking at it? The first time I washed and dried it, the thing shrank at least five sizes. It wouldn't even fit an emaciated snake.

**Store Clerk:** Uh, I see what you mean, but did you follow the washing instructions? I think it says here . . . yeah . . . right here on the label to hand wash it and then to dry it on low heat.

**Customer:** How was I supposed to know that? The label is written in Chinese! And something else: The stitching is coming undone and the color faded from a nice dark blue to a seaweed green. What kind of merchandise are you trying to sell here anyway?

**Store Clerk:** Listen, sir. We take a lot of pride in our clothing. What I can do is allow you to exchange the sweater for another one.

**Customer:** I don't want to exchange it for anything! I just want my money back!

**Store Clerk:** Well, I can give you credit on your next purchase, and since the item you purchased was on clearance [No wonder!], we can't give you a refund.

**Customer:** A clearance item! There wasn't anything on the price tag or on the clothing rack that said anything about that.

**Store Clerk:** I guess you didn't read the fine print in our ad. (. . . probably can't read anyway . . .) Look. Here's the ad, and the information about the clearance sale is right here at the bottom on the back page.

**Customer:** Where? [Here] There? What? That small print. You'd need an electronic microscope to see those words. I want to talk to the manager.

**Store Clerk:** Uh, he's not here at the moment.

**Customer:** Look. This is ridiculous.

**Store Clerk:** And anyway, you can only return items with a receipt within six days, and unfortunately, that was yesterday in your case.

**Customer:** But, your store was closed yesterday because of the national holiday. [Sorry] What a rip off. Listen. I give up. Your store policies are completely unreasonable, the quality of your merchandise is shoddy at best, and your service, well, is non-existent. And how do you expect people to shop here?

**Store Clerk:** You did . . . Ha, ha . . .

**Customer:** Here. Take your sweater. You should open up a pet store and sell it as a dog sweater.

## QUESTIONS

1. What is the man trying to return to the store?
  - A. a dress shirt
  - B. a sweatshirt
  - C. a sweater
  
2. What is one reason why the man wants to return the item?
  - A. It is the wrong size.
  - B. The fabric is coming apart.
  - C. It is stained.
  
3. What does the store clerk NOT offer to do for the man?
  - A. return his money
  - B. exchange the item
  - C. give him store credit
  
4. What reason is NOT mentioned why the sales clerk can't help the customer with his request?
  - A. The customer didn't follow the instructions for using the item.
  - B. The item was on clearance.
  - C. The man no longer has the store receipt.
  
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.

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