

## Returning an Item to a Store

CEFR B1 Roleplay



### 1. Warm-up Discussion

1. Have you ever returned an item to a store? What was the reason?
2. What are some common reasons people return items (e.g., wrong size, damaged, changed mind)?
3. What information do you think is important to know before returning an item?
4. How do you feel when you need to return something—confident, nervous, or something else?
5. What do you think is the best way to explain why you're returning an item?
6. What questions might you ask the store staff when returning an item?

## 2. Example Conversation: Returning an Item to a Store

**Student A (Customer):** Hello, I'd like to return this sweater, please.

**Student B (Store Assistant):** Of course. Could you please tell me why you're returning it?

**Student A:** Yes, it's too small for me, and I couldn't find a larger size in the store.

**Student B:** I'm sorry to hear that. Do you have the receipt with you?

**Student A:** Yes, here it is. I bought it last week.

**Student B:** Thank you. Would you like a refund or an exchange for a different item?

**Student A:** I would prefer a refund, please.

**Student B:** No problem. I'll process the refund for you. It will go back to your credit card within 3-5 business days.

**Student A:** That's fine. Is there anything else I need to do?

**Student B:** No, that's all. Just to confirm, the total amount refunded is \$45.

**Student A:** Thank you very much. I appreciate your help.

**Student B:** You're welcome! If you need anything else, please don't hesitate to ask.

**Student A:** Thanks again. Have a nice day!

**Student B:** You too! Take care.

### 3. Background

You recently purchased an item from a store, but it didn't meet your expectations. The customer needs to explain the reason for the return, and the store assistant needs to help with the process, whether it's a refund or an exchange. The conversation takes place at the customer service desk in the store.

### 4. Instructions

#### **Student A (Customer):**

You bought an item recently and want to return it because it didn't meet your expectations (e.g., wrong size, defective). Go to the store and explain the situation to the store assistant. Decide whether you want a refund or an exchange, and provide the necessary information like the receipt.

#### **Student B (Store Assistant):**

You are working at the customer service desk of a store. A customer approaches you to return an item. Ask the customer why they are returning it, check their receipt, and process either a refund or an exchange based on what the customer wants. Make sure to confirm the details with the customer.

### 5. Vocabulary List

refund, exchange, receipt, defective, size, credit card, customer service, return policy, refund process, item, purchase, business days, store credit, refund amount, exchange, condition, original packaging, confirmation, refund period, issue.