Returning an Online Purchase

CEFR B2 Roleplay

1. Warm-up Discussion:

1. Have you ever returned something you bought online? What was the experience like?
2. What are some common reasons people return online purchases?
3. How do you usually check the return policy before buying something online?
4. What information do you need to provide when returning an item purchased online?
5. How do you expect a company to handle returns and refunds?
6. What are the differences between returning an item in a physical store and returning an item bought online?

2. Example Conversation: Returning an Online Purchase

Customer (Student A): Hello, I'm calling because I need to return a jacket I bought online. It doesn't fit as expected.

Customer Service Representative (Student B): Hello! I'm sorry to hear that the jacket didn't fit. Could you please provide me with your order number so I can assist you?

Customer: Sure, the order number is 789456123.

Representative: Thank you. I see your order here. Could you tell me a bit more about why the jacket doesn't fit?

Customer: Well, I ordered a size medium, but it's too tight in the shoulders. I'd like to return it and possibly exchange it for a larger size.

Representative: I understand. We can certainly process a return for you. Would you like to exchange it for a larger size, or would you prefer a refund?

Customer: I think I'd prefer to exchange it for a size large, if that's possible.

Representative: That shouldn't be a problem. I'll check if the size large is in stock. Just a moment, please.

Customer: Thank you. I appreciate it.

Representative: Good news! We have the size large in stock. I'll arrange the exchange for you. You'll receive a return label by email shortly. Once we receive the original jacket, we'll send you the new one.

Customer: Great! How long will it take for the new jacket to arrive?

Representative: Once we receive the returned item, it should take about 3 to 5 business days for the new jacket to reach you.

Customer: That sounds good. Is there anything else I need to do?

Representative: Just pack the jacket securely and attach the return label to the package. Then, drop it off at your nearest post office.

Customer: Alright, I'll do that. Thank you for your help.

Representative: You're welcome! If you have any other questions, feel free to contact us again. Have a great day!

Customer: Thanks, you too. Goodbye.

3. Background:

The roleplay involves a customer who bought a jacket online, but it doesn't fit properly. The customer needs to return the item and either exchange it for a different size or request a refund. The customer service representative's role is to assist the customer in processing the return, providing information about the return procedure, and ensuring customer satisfaction.

4. Instructions:

● **Instructions for Student A (the customer):**
   You are a customer who bought a jacket online that doesn't fit as expected. Your task is to contact customer service to return the item. You need to decide whether you want to exchange the jacket for a different size or request a refund. Explain your situation clearly and follow the return instructions provided.

● **Instructions for Student B (the customer service representative):**
   You are a customer service representative for an online store. A customer calls to return a jacket that doesn't fit properly. Your task is to assist the customer with the return process, provide them with the necessary information, and help them decide between exchanging the item or receiving a refund.

5. Vocabulary List:

Return, exchange, refund, order number, size, in stock, return label, package, secure, business days.