



A2

A2 · UNIT 1 · EPISODE 7

Shopping and Returns

Return something in one sentence.

KEY WORDS

return	Take something back to the store.	<i>I'd like to return this.</i>
I'd like to return this.	The one sentence you really need.	<i>Hi, I'd like to return this.</i>
receipt	The paper that shows what you bought.	<i>Do you have the receipt?</i>
It didn't fit.	It was the wrong size.	<i>Any reason? It didn't fit.</i>
store credit	Money you can only spend in that store.	<i>Back to the card, or store credit?</i>
back to the card	The money goes back to your bank card.	<i>Back to the card, please.</i>

THE STORY

- Nina** Hi, I'm Nina.
- Ray** And I'm Ray.
- Nina** Ray, you returned a jacket last week.
- Ray** I did.
- Nina** And you told me you practiced what to say.
- Ray** For ten minutes. In the car.
- Nina** What did you practice?
- Ray** A story. I said my wife thought the color was wrong for the season and I also gained weight.
- Nina** Ray.
- Ray** What.
- Nina** You don't need a reason. That's today's whole lesson.
- Ray** No reason at all?
- Nina** Most stores here take things back for thirty days. They don't ask why.
- Ray** But she did ask why.
- Nina** She asked to type it in the computer. One word is enough. Wrong size. Didn't fit.
- Ray** Didn't fit. That's much shorter than my story.
- Nina** Let's do the sentences. The first one is the only one you really need.
- Ray** Which is?

Nina Hi, I'd like to return this.

Ray I'd like to return this.

Nina Polite, clear, done. Then they ask one question.

Ray Do you have the receipt?

Nina That one. And if you don't — say it, don't panic. I don't have it, but I paid with this card.

Ray The card works?

Nina Very often. They can find it. That sentence has saved me twice.

Ray What else do they ask?

Nina Back to the card, or store credit? They're asking how you want the money.

Ray Store credit means I have to spend it here.

Nina Right. So say back to the card, please, unless you want to come back.

Ray Back to the card, please. Got it.

Nina Let's run it. I'm at the counter.

Ray Hi, I'd like to return this.

Nina Sure. Do you have the receipt?

Ray I do, here it is.

Nina Any reason?

Ray It didn't fit.

Nina Back to the card, or store credit?

Ray Back to the card, please.

Nina Done. Nine words total, and no story about your wife.

Ray She will be relieved.

Nina So — I'd like to return this, do you have the receipt, back to the card. And you don't owe anyone a reason.

Ray Thanks, Nina.

Nina That's it for today. See you next time.

CHECK YOUR UNDERSTANDING

1. What's the one sentence you really need?

- ☐ A I'd like to return this.
- ☐ B My wife thinks the color is wrong.
- ☐ C Can I get a new one?

2. You don't have the receipt. What can you say?

- ☐ A Sorry, I can't return it.
- ☐ B I don't have it, but I paid with this card.
- ☐ C Let me tell you a story.

3. "Store credit" means...

- ☐ A money back to your card
- ☐ B money you can only spend in this store
- ☐ C cash

4. Why does Ray return the jacket?

- ☐ A It didn't fit.
- ☐ B It was broken.
- ☐ C It was too expensive.

Shadowing tip. Pick three lines you like from the story. Say each one five times, faster each time, until it sounds natural.

ANSWER KEY

1. **A** Hi, I'd like to return this. Polite, clear, done.
2. **B** I don't have it, but I paid with this card. They can often find it.
3. **B** Store credit means you have to spend it in that store.
4. **A** Any reason? It didn't fit.

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