NAME:

CLB 3 Reading Assessment: Return and Exchange Policy

Questions

1. There is something wrong with my item. Can I get a refund or exchange?

2. How much time do I have to tell the company about a problem?

3. a) What is the email address?

   b) What details do I need to include in an email? Put a check beside the correct answers:

   - details about the receipt
   - details about the problem
   - details about the transaction
   - details about the product

4. Where can I send my item if it has a problem? Write the address:

5. What will the company do if you send the item to them?

EXCHANGE POLICY

You may exchange an item or get a refund if the item has a problem. You must tell us about the problem within 30 days. If your item has a problem, please contact us with details of the product and the problem at **techproblems@bgates.com**.

If you need, you can send the item to:

Tech Company, 123 Hardin Street, Fort McMurray, AB, T9H 4K6

When we receive the item, we will look at it carefully. If you did not cause the problem, we will give you a new product or refund your money.

LIVEWORKSHEETS