

SHOPPING PROBLEMS

Getting Ready

Have you ever had these problem? Check (✓) your answers and compare them with a partner.

You bought something that

- ☐ shrank when you washed it
- ☐ had a missing part
- ☐ was the wrong size
- ☐ didn't work
- ☐ changed color when you washed it
- ☐ was damaged
- ☐ was poorly made
- ☐ other:

Task 1

Customers are describing a problem. Listen and circle the correct answer.

- | | |
|------------------------------|--|
| 1 a She needs a bigger size. | 4 a The band is too big. |
| b She needs a smaller size. | b The band is broken. |
| 2 a The shoes are too small. | 5 a The shirt has shrunk. |
| b She shoes are damaged. | b The buttons have come off the shirt. |
| 3 a The lock is missing. | 6 a The back doesn't close. |
| b The lock isn't working. | b The shutter is broken. |

Task 2

Listen again. Are these statements true or false? Check (✓) the correct answer.

	True	False
1. The clerk asks the customer to come back tomorrow.		
2. The clerk asks for the receipt.		
3. The customer has to bring the briefcase back in a few days.		
4. The customer should call the clerk by tonight.		
5. The clerk asks the customer to fill out a form.		
6. The customer needs to show the clerk the guarantee.		

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TRANSCRIPT

1

A: Can I exchange this shirt, please?

B: What's the problem?

A: I asked for a size 44, but this is a size 34.

B: Let me see if I can find one in the right size. Just a moment. I'm sorry, madam. We are completely out of your size. Could you come back next week? We'll have some more in then.

A: Um, okay.

2

A: I'd like to exchange these shoes, please.

B: Oh, are they the wrong size?

A: No, I just bought them, and I noticed that the heels are coming off. Look...

B: I see what you mean. Do you have your receipt?

A: Let me see. Oh, it looks like I forgot it. Does it matter?

B: Yes. Could you bring us your receipt?

3

A: Excuse me, I bought this briefcase here a few months ago. Look. Here's my receipt.

B: Yes?

A: The problem is, I can't get the lock to work.

B: Strange. Let's have a look. You're right. No problem. It comes with a two-year guarantee, so we'll repair it for you. But could you leave the briefcase with us for a few days?

A: Sure. No problem.

4

A: Excuse me, I'd like to exchange this watch. I just bought it a few weeks ago, but look at this!

B: What seems to be the problem?

A: It's the band. It's already broken.

B: Oh. That's not good. Let me see if I can get you another one. I'm sorry. We are completely sold out of that style. I can order one for you. Or do you want to exchange it for a different watch?

A: Well, I really like this style.

B: Tell you what. Call me here tomorrow. By then, I'll know when I can get you a new one.

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A: Okay. Thanks. I'll call you tomorrow.

5

A: Excuse me. I'd like to return this shirt.

B: Is there a problem with it?

A: Yes. See the sleeves? Believe it or not, this used to be a long-sleeved shirt.

B: Really.

A: Yes, I washed it once, and look at the sleeves. Now they're much too short.

B: I see what you mean. I'll get you another one. Could you just fill out this form for me, please?

A: Oh, sure. And here's my receipt.

6

A: There's something wrong with this camera I bought here a few months ago.

B: What's the problem with it?

A: The back doesn't shut properly. See? It pops open when you try to shut it.

B: That's strange. I've never seen that problem before. We'll repair it for you at no charge. But I do need one thing. Could you show me the guarantee that came with the camera?

A: Yes, here it is.

B: Thanks.