

LISTENING PRACTICE – Returning goods to a shop

1. **Vocabulary** – write below the numbers the letters of the definition of each word.



	word		definition
1	ridiculous	a	buy
2	discovered	b	a piece of paper telling you what you have bought
3	purchase	c	crazy, unbelievable, stupid
4	pinch	d	press tightly between two surfaces
5	receipt	e	found

1	2	3	4	5



2. **Listen** to the audio and **complete the gaps** with the missing words:

F1: Oh, er, excuse me. I bought these _____ from you, and I'm afraid I have to return them. They're the right size, my regular size, but they really pinch me across the top of this foot. They're really quite painful.

M1: I see, madam. And have you worn them outdoors, then?

F1: Well, yes. That's how I discovered they were so uncomfortable.

M1: Yes, I see. Do you have the _____?

F1: Well, no. That's the problem. I can't find it anywhere, and I paid by _____, not with a card. I've got the bag they came in, your bag.

M1: Yes, I can see that, madam, but we do need some proof of _____ before we can offer any _____ or exchange of goods.

F1: Yes, but you can see they're your boots. I mean, they're in the _____ box as well. And that's got the name of your shop all over it.

M1: Yes, but I'm afraid it's company policy not to exchange or refund on any goods for which there's no receipt. I'm awfully sorry.

F1: Huh! This is ridiculous. Oh! Look, there's the woman who served me coming out of your stock room now. She'll remember me, I'm sure. Er, excuse me! Miss! Can you come over here, please?

F2: Yes, madam. What _____ to be the problem?

F1: Well, you remember I bought these boots from you a few weeks ago?

F2: Well, I can't say I do, madam. When was this?



F1: You must remember! It was just before Christmas.

F2: Before Christmas? Well, that's our _____ time, madam. I really can't say I can remember

any one customer above another during that time.

M1: _____ wants to return these boots with no receipt, Sonia.

F2: Oh, I see. Well, it's company _____ not to exchange or refund on any goods –

F1: Yes, I know that! Oh, for heaven's sake!