

Returning something to a store

Drag and drop.

	
Sales Clerk	Customer

Sales clerk: _____

Customer: _____

Sales clerk: _____

Customer: _____

Sales clerk: _____

Customer: _____

Sales clerk: _____

Customer: _____

Sales clerk: _____

Customer: _____



Do you have the receipt?



Thank you.



Do you want to exchange it?



It's too small.



Yes, I want to return this skirt, please.



Here's your refund.



Yes, here you are.



Why do you want to return it?



May I help you?



No, I'd like a refund, please.