



Listen to the audio and match it to the correct conversation.

No problem! Yes, here it is. Would you like a refund or an exchange?
Hello, I'd like to return this sweater. Do you have the receipt? I'll take this shirt, then.
It doesn't fit well. I'd prefer an exchange, please. Absolutely. Perfect! Hi!
I'd prefer an exchange, please. We're offering a 15% discount on all clothing today.
Can I also add a belt to my purchase? Is there a discount on these items? Thank you.
I noticed there's a sale sign. Let me add that to your cart at the point of sale.

Conversation :

 customer:

 salesperson:

 customer:

 salesperson:

 customer:

Conversation :

 customer:

 salesperson:

 customer:

 salesperson: