Exchanging goods

Match the sentences to form a dialogue.

Shop assistant

A) Hello! How can I help you?
B) Is there something wrong with them, madam?
C) Yes, it certainly is.
D) I'm really sorry about this. Would you like a refund?

Customer

1. Well, yes. As you can see, the buckle is loose.
2. Actually, I'd rather exchange them for another pair.
3. I'd like to return this pair of shoes.
4. And that's not all. There's a scratch right here on the back of the heel.

Follow the model dialogue and use the prompts to write similar dialogues:

- pair of jeans / button loose / stain on the knee / refund
- fountain pen / leaking / scratch on the top / refund
- pair of sunglasses / scratched / arm loose / exchange

LIVEWORKSHEETS