

A: Hi. I bought _____ recently and I'm not happy with it. I'd like to get a refund.

B: Oh, I'm sorry about that. What's the problem?

A: _____

B: Ok. Have you got the receipt?

A: No, I lost it.

B: I'm sorry but I'm afraid we don't usually give refunds without a receipt.

A: I definitely bought it here.

B: Yes sir/madam, but the problem is that we need the receipt.

A: I understand that, but maybe you can check the records. I paid by credit card. My last name is _____

B: Ok. Let me check. Yes, here it is. You bought the _____. Well we could exchange it with another model. You'd have to pay the difference in cost.

A: I'm sorry to insist but I don't really want to exchange it. I want a refund.

B: The other thing we could do is _____

A: No, thanks. I would really prefer a refund.

B: Ok madam. Just a moment. I'll need to get the manager.