



Activity:

## Refund And Exchange Policies

1. Find and name the seven stores listed on the chart.

### Store Refund and Exchange Policies

|                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Plug It In</b></p> <p>Full refund within 14 days for<br/>computers<br/>monitors<br/>printers<br/>digital cameras</p> <p>Most merchandise --<br/>full refund within 30 days</p>                       | <p><b>Beds and More</b></p> <p>Full refund on furniture within<br/>90 days</p> <p>Full refund on mattresses within<br/>60 days if they are<br/>not dirty<br/>not damaged</p>                                                            | <p><b>The Clothes Line</b></p> <p>No cash refunds</p> <p>All exchanges within<br/>30 days of purchase</p>                                                                                                                                                                                                                          |
| <p><b>Mindy's Fashions</b></p> <p>Full refund within<br/>30 days of purchase</p> <p>Merchandise must be<br/>unworn + undamaged</p> <p>Exchange only<br/>on sale items<br/>within 14 days of purchase</p>  | <p><b>Lucky 7</b></p> <p>Full refund within<br/>90 days of purchase</p> <p>Merchandise must be<br/>unworn<br/>unwashed</p>                                                                                                              | <p><b>Sweet Home</b></p> <p>Full refund within 90 days for<br/>most merchandise</p> <p>60 days for<br/>furniture<br/>mattresses<br/>major appliances</p> <p>30 days for<br/>home electronics</p> <p>30 days for<br/>seasonal merchandise</p>  |
|                                                                                                                                                                                                                                                                                              | <p><b>Shopping Cart</b></p> <p>Full refund within<br/>90 days of purchase</p> <p>CDs, DVDs,<br/>video games<br/>must be returned unopened</p> <p>clothing, shoes, accessories<br/>must be returned<br/>unworn,<br/>tickets attached</p> |                                                                                                                                                                                                                                                                                                                                    |



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3. Use the *Store Refund and Exchange Policies* chart to answer these questions.

1. I bought a computer at **Plug It In** on January 10th. Can I return it on January 30th?  
       \_\_\_\_\_ yes       \_\_\_\_\_ ☒ no

Why or why not? *Full refund within 14 days for computers*

2. I bought a jacket at **The Clothes Line**, but it doesn't fit me. Can I get my money back?  
       \_\_\_\_\_ yes       \_\_\_\_\_ no

Why or why not? \_\_\_\_\_

3. I bought some seasonal merchandise at **Sweet Home**. Can I return it for a full refund within 90 days?       \_\_\_\_\_ yes       \_\_\_\_\_ no

Why or why not? \_\_\_\_\_

4. My son played the DVD I bought him at **Shopping Cart**. He doesn't like it, but it's still in excellent condition. Can I take it back?       \_\_\_\_\_ yes       \_\_\_\_\_ no

Why or why not? \_\_\_\_\_

5. My dog jumped up on the new mattress I bought at **Beds and More** last month. Luckily, he didn't get it dirty. Will they take it back?       \_\_\_\_\_ yes       \_\_\_\_\_ no

Why or why not? \_\_\_\_\_

6. My sister bought a beautiful skirt for me at **Mindy's Fashions** two weeks ago, but it doesn't fit. Could I exchange it for another size?       \_\_\_\_\_ yes       \_\_\_\_\_ no

Why or why not? \_\_\_\_\_

7. My mother bought a dress at **Lucky 7** last week. She just wore it once, but she got a small mark on it. She washed it and now it looks beautiful. Can she return it?       \_\_\_\_\_ yes       \_\_\_\_\_ no

Why or why not? \_\_\_\_\_



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4. Write a check mark ✓ to answer these questions.

a) I can buy an mp3 player at **Shopping Cart**.

\_\_\_\_\_ yes    \_\_\_\_\_ no    \_\_\_\_\_ not enough information

b) I can get cash back at **The Clothes Line** if my merchandise is in good condition.

\_\_\_\_\_ yes    \_\_\_\_\_ no    \_\_\_\_\_ not enough information

c) I can return my digital camera to **Plug It In** within 30 days.

\_\_\_\_\_ yes    \_\_\_\_\_ no    \_\_\_\_\_ not enough information

d) I can get a full refund for most merchandise within 90 days at **Sweet Home**.

\_\_\_\_\_ yes    \_\_\_\_\_ no    \_\_\_\_\_ not enough information

