



**At the end of the lesson, the student will be able to:**  
\* give a smooth English conversation with regards to returning an item to a shop.



## Dialogue

Clerk: Good Day! **May I help you?**

Customer: Yes. I would like to return these trousers.

Clerk: May I ask **why you're returning them?**

Customer: I actually bought these for my husband, but they're too small for him.

Clerk: Oh I see. Do you have the **receipt?**

Customer. Yes. Here it is.

Clerk: I'm sorry. This item was on sale. There's no **refund** on sale items. You can **exchange** them to something else or we can give you a **credit note**.

Customer: Do you have the trousers in larger size?

Clerk: Let me check. I'm afraid we're sold out.

Customer: I'll get a credit note then. **How long is it good for?**

Clerk: It's good for a year.

Customer: Alright. I'll come back the next day and see if I can find something he might like. Thank you.



## Vocabulary



receipt

CREDIT NOTE																							
Credit Note Number:	1200267																						
Credit Note Date:	4 May 2010																						
P3 Projects Church Street, Durbarville Cape Town, 7850, South Africa Tel: +27 (0)21 975 9332 Fax: +27 (0)21 664 5746 E-Mail: <a href="mailto:winika.priest@p3projects.net">winika.priest@p3projects.net</a>																							
Registration Number: 2004/128/136/23 Val Registration Number: 4800236687																							
VO:	P3Projects Suite 31 Tugst Valley, 7536 South Africa																						
VAT No:	4800236687																						
Contact:	Coral																						
C Number:	Description	Currency																					
4800236687	Credit Note, incorrect amounts, refers to INV 0938	ZAR																					
<table border="1"> <thead> <tr> <th colspan="3">VAT BREAKDOWN</th> </tr> </thead> <tbody> <tr> <td>Total Items (Excluding VAT) @</td> <td>14 %</td> <td>0,931,04</td> </tr> <tr> <td>VAT @</td> <td>14 %</td> <td>1,291,00</td> </tr> <tr> <td>Total Items (Including VAT) @</td> <td>14 %</td> <td>11,327,00</td> </tr> <tr> <td>Total Items Zero VAT Retail</td> <td></td> <td>2,194,50</td> </tr> <tr> <td>Total Items VAT Exempt</td> <td></td> <td>13,521,50</td> </tr> <tr> <td colspan="2">TOTAL VALUE OF THIS CREDIT NOTE (Incl. VAT)</td> <td>13,521,50</td> </tr> </tbody> </table>			VAT BREAKDOWN			Total Items (Excluding VAT) @	14 %	0,931,04	VAT @	14 %	1,291,00	Total Items (Including VAT) @	14 %	11,327,00	Total Items Zero VAT Retail		2,194,50	Total Items VAT Exempt		13,521,50	TOTAL VALUE OF THIS CREDIT NOTE (Incl. VAT)		13,521,50
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credit note

## Activity

\* Match the words to their corresponding meanings



1. return
2. on sale
3. sold out
4. refund
5. exchange
6. receipt
7. valid
8. credit note

- a. proof of purchase
- b. effectivity
- c. able to be bought at reduced prices
- d. to replace with an equivalent or something else
- e. return of money to a purchaser
- f. no more available to buy
- g. to send back to where something was bought
- h. a paper stating a certain amount a store owes you