

# Course: Pre Intermediate Level 2

Day 15

*What will you do if you bought a new shirt and you found out it has a damage?*



*Return   Refund   Exchange*

## Topic Sentences:

Can I exchange this for a new one?

Can you exchange it for me?

Can I take another one instead of this?

Can I have another one instead of this?

Can I switch it for another one?

**Dialogue A**

A: Hello, Madam. How can I help you?

B: Can I exchange this for a new one?

A: What's wrong with it?

**Dialogue B**

A: Can I exchange this for a new one?

B: What seems to be the problem?

A: The size does not fit me well.



Notes:

**Dialogue A**

A: Good morning, Ms. Can I help you?

B: Yes. I bought this jacket here yesterday, but it is a bit small. Can you exchange it for me?

A: Certainly. Let me see if it is still in stock.

**Dialogue B**

A: Good afternoon, sir. What can I do for you?

B: There is a hole in this bag. Can you exchange it for me?

A: (after checking) Can you show me your receipt?

B: Here it is.



Notes:

**Dialogue A**

A: Hello, madam. How can I help you?

B: I bought this recorder at your store yesterday, but it does not work well.

Can I take another one instead of this?

A: Let me have a look first.

**Dialogue B**

A: *Do you want some assistance, sir?*

B: Yes. I bought this watch two days ago, but something's wrong with it.

Can I take another one instead of this?

A: Well, let me see what I can do about it.



Notes:

**Dialogue A**

A: Hello, Miss. Can I do something for you?

B: Yes. I found this DVD title boring.

Can I have another one instead of this?

A: Certainly. But can you wait for a while?

**Dialogue B**

A: Good morning, madam. How can I help you?

B: My husband bought me this bag here, but I don't like the design.

Can I have another one instead of this?

A: No problem. What about this one?

B: Yes, I'd like to have it.



Notes:

**Dialogue A**

A: Welcome, sir. How can I help you?

B: I bought this tie here the other day, but my wife does not like it. Can I switch it for another one?

A: OK, show me the tie, please.

**Dialogue B**

A: Nice to see you, sir.

Is there anything I can do for you?

B: Yes. My friend bought me this suitcase, but I don't like the color. Can I switch it for another one?

A: I'm sorry. That design is out of stock now.

B: Then can I have the refund?

A: I'm afraid not.



Notes:



## Correct the words in red in each sentence.

1. Madam is the term used to address **men**.
2. **Sir** is the term used to address women.
3. Ms. is used to address **male** shoppers.
4. **Mr.** is used to call the attention of a window-shopping woman.
5. Ma'am is a shortened term for **Mesdames**.



What if the iPod touch that you bought is missing its headphones?  
What will you do?

***Thank you for  
today!***

***I'm looking forward to  
seeing you again!***