

Speaking Lesson

Lesson 32: Can I get a refund on this?
レッスン 32: これは返金してもらえますか?

Target: Getting a refund in a store
目的: お店から返金してもらいましょう!

Reading
単語

New vocabulary introduced in the reading

• (to) mind...	～を嫌だと思ふ
• (be) unwanted	欲しいとも思わない
• a proof of purchase	購入を証明するもの
• thanks anyway	何はともあれ、ありがとう
• a policy	方針
• whatever	どんなことが～でも
• (be) welcome to (verb)	自由に～してよい
• in-store credit	その店だけで使える金券
• (be) out of warranty	保証期間が切れて

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Read the passage and circle the new words as you find them

Alice: Hello.
Staff: May I help you ma'am?
Alice: Yes, I'd like to return this.
Staff: OK sure. What was the problem, if you don't mind me asking?
Alice: I got the wrong size.
Staff: Can I see your receipt?
Alice: Of course, here you go.
Staff: OK. I'll go get a bigger size for you.

Greg: Hi. Can you give me a refund on this please?
Staff: Sure. What was the problem?
Greg: It's an unwanted gift.
Staff: Do you have your proof of purchase?
Greg: No, but I know it was bought here.
Staff: Sorry, without some kind of proof of purchase, there's nothing I can do.
Greg: I see. Well, thanks anyway.

Staff: Can I help you?
Sam: Yeah. What's your refund policy?
Staff: Well... if you don't like something you've bought for whatever reason, you're welcome to bring it back for a full refund or exchange within 30 days of purchase.
Sam: OK great. Then can I get a refund on this please?
Staff: Sure. Would you like cash or in-store credit?
Sam: Cash please.
Staff: I just need to see you receipt.
Sam: Here you are.
Staff: OK all done. Here's your refund.

Ashley: Hi. Can I get a refund on this please?
Staff: I'm sorry ma'am, but this item is out of warranty.
Ashley: Oh, I didn't realize. Sorry.

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Answer the questions below

1. What does Alice say to ask for a refund?
2. What does the staff member say to request to see about her receipt?
3. What does Greg say to ask for a refund?
4. What does Greg say to explain the reason he wants a refund?
5. What does the staff member say to request to see about her receipt?
6. What does Sam say to ask for a refund?
7. What does the staff member say to request to see about her receipt?
8. What does Ashley say to ask for a refund?

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