TRANSCRIPT · EPISODE 253

Can I Return This? | Everyday Useful Expressions

English learning resource · EN

Full episode script · English

106 lines

Study task: Listen again and notice the expressions you studied.

You bought a jacket last week, and you were very happy with it.

Today you try it on again, and something is wrong.

It doesn't fit.

What do you say in the shop?

Welcome to Everyday Useful Expressions.

I'm Martin.

And I'm Julia.

Today's situation is: can I return this?

Let's start with a short scene in a clothes shop.

I'll be the customer, and Julia will be the shop assistant.

Good afternoon.

Can I help you?

Hello.

I'd like to return this, please.

Of course.

What's the problem?

It doesn't fit.

The sleeves are too long for me.

I see.

Would you like to see a different size?

Yes, please.

Could I exchange it for a different size?

Let me check.

Do you have your receipt?

Yes, here it is.

Thank you.

We have this jacket in a smaller size.

That's perfect.

By the way, if I change my mind, could I get a refund?

You would need to ask at the desk, because I'm not sure about that.

Of course, thank you for your help.

That was a simple, polite, useful conversation.

Now let's look at the language.

First, "I'd like to return this."

It is polite and clear.

I'd like is a soft way to say I want.

Second, "It doesn't fit."

We use it when clothes or shoes are the wrong size.

We can also say, "It's too small," or, "It's too big."

Third, "Could I exchange it for a different size?"

To exchange means to give something back and take another one.

Fourth, "Do I need the receipt?"

The receipt is the paper or the email that shows you bought the item.

Fifth, "Could I get a refund?"

A refund is when you get your money back.

Important point: every shop has its own rules.

Return policies can depend on where and how you bought an item, and on your legal rights.

Some shops give money back, and some give a voucher.

So these expressions help you ask, but the answer depends on the shop.

That is why the questions are so useful.

They let you find out the rules politely.

Now let's hear a second, shorter scene.

This time, Martin is returning shoes.

Excuse me, I bought these shoes yesterday.

Is there a problem?

They're a size forty-two, but they feel too small.

Could I try a forty-three?

Sure.

Let me look in the back.

Thank you.

If you don't have it, could I get a refund?

We can look at that together, once we know what we have.

Perfect, no problem.

Did you notice the small phrases?

Excuse me starts the conversation.

Could I try is a polite way to ask for something different.

And if you don't have it is a useful way to ask about the second option.

These small phrases make you sound calm and friendly.

Let's practise.

I'll describe a situation, and you say the best expression.

Number one: the trousers are too tight, and you want to say that clearly.

You can say, "They don't fit," or "They're too tight."

Number two: you want to ask for the same shirt in a larger size.

You can say, "Could I exchange it for a larger size?"

Number three: you want to know if the shop needs the paper that shows your purchase.

You can say, "Do I need the receipt?"

Number four: you want your money back, not another item.

You can say, "Could I get a refund?"

Number five: you arrive at the desk, and you want to start the conversation politely.

You can say, "Hello, I'd like to return this, please."

Now a different kind of practice.

I will start a sentence, and you finish it with one word.

The words are receipt, refund, exchange, or fit.

Number one: "These jeans don't ..."

Fit.

Number two: "I lost my ..., so I can't show it to the shop."

Receipt.

Number three: "Could I ... this for a different colour?"

Exchange.

Number four: "I would like a ..., please, because I don't want another item."

Refund.

Good work.

Let's say the five expressions one last time.

I'd like to return this.

It doesn't fit.

Could I exchange it for a different size?

Do I need the receipt?

Could I get a refund?

Try saying them with a clear, friendly voice.

A calm, polite question helps start the conversation.

Now, a quick note about our website.

There are five more expressions for returns and shopping, and a practice activity to use them.

You can find the extra expressions and the practice on yourenglishtoolbox.com.

The link is in the description.

Thanks for listening.

See you next time.