Your English Toolbox

VOCABULARY · EPISODE 253

Can I Return This? | Everyday Useful Expressions

English learning resource · EN

Key words & expressions · English

8 learning entries

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

1

return

DEF

(verb) to take or give something back to the shop where you bought it

(verb) to give back or send back to a person or place

In a shop, return means taking an item back to the place you bought it, usually because it does not suit you. Do not confuse it with go back (go to a place again). The noun is a return (a returned item or the act of returning).

I'd like to return these shoes because they are too small.

She returned the book to the library on Monday.

2

exchange

DEF

(verb) to give something back and take something else instead

(noun) the act of replacing an item with a different one

With an exchange you keep a similar item, often in a different size or colour, not your money. Pattern: exchange A for B. Do not confuse it with a refund, where you get money back.

Can I exchange this blue sweater for a grey one?

The shop will exchange the lamp if you bring it back.

3

refund

DEF

(noun) money that is given back to you when you return something

(verb) to give someone their money back

A refund is money, not a replacement item. Common phrases: get a refund, ask for a refund, a full refund. A shop may offer a voucher instead of a refund, so it is worth asking exactly what is offered.

The concert was cancelled, so we asked for a refund.

They offered me a refund, but I preferred to exchange the item.

4

receipt

DEF

a piece of paper or an email that shows you have bought something and how much you paid

Pronounced ri-SEET: the p is silent. Shops often ask for the receipt as proof of purchase. Related phrase: keep the receipt. Do not confuse it with 'recipe' (instructions for cooking).

Please keep the receipt in case you need to return it.

She searched her bag for the receipt but could not find it.

5

fit

DEF

(verb) to be the right size and shape for someone or something

(verb) to go into a space or container

For clothes, fit is about size and shape, not about taste. Typical: it doesn't fit, it fits me well, it's a good fit. Past form: fit or fitted (fit is common in American English). Use too small or too big to say what is wrong.

These trousers don't fit me any more.

This jacket fits perfectly.

6

return policy

DEF

the rules a shop has about whether and how you can return items, and what you get back

Policy here means a set of rules. Shops often show their return policy online or on the receipt. The rules differ from shop to shop, so it is a good idea to read the information or ask staff before buying.

What is your return policy on sale items?

Check the shop's return policy before you order online.

7

voucher

DEF

a piece of paper or a code that you can use instead of money to buy things in a shop

A voucher given for a returned item can usually be used only in that shop, so it is not the same as getting your money back. In other contexts you may also hear store credit.

They gave me a voucher instead of a refund.

I have a fifty-euro voucher for the bookshop.

8

change my mind

DEF

to decide something different from what you decided before

A very common phrase in everyday English. The possessive changes with the person: change my / your / his / her mind. Often used in 'if I change my mind', as in the shop scene, to leave the door open.

I was going to keep the shirt, but I changed my mind.

If you change your mind, just let me know.