



Lesson F Another view

A Read the return policy. Circle the answers.

EAST SIDE OFFICE EMPORIUM RETURN POLICY

If you paid with cash, debit card, or check and you have your receipt, we will refund your purchase with cash if it was an in-store purchase or by check if it was an online purchase.

If your purchase cost more than \$500 and you paid with cash, debit card, or check, we will refund your money with a check if you have your receipt. If you paid by credit card and have your receipt, we will credit your account.

If you do not have your receipt, we will give you a store credit for the current selling price.

You must return your purchase in new condition with the original packaging, including manuals and parts. There is a 28-day time limit on all returns.

- Two weeks ago, Katerina bought an office chair in the store for \$85. Now she wants to return it. She has her receipt, and she paid by check. What type of refund will she get?
 - a cash refund
 - a refund by check
- Three weeks ago, Tuan bought a laptop in the store for \$695. Now he wants to return it. He doesn't have his receipt. He paid by credit card. What type of refund will he get?
 - no refund
 - a store credit
- Six weeks ago, Ramon bought a lamp on the Internet for \$45. Now he wants to return it. He has his receipt. He paid by credit card. What type of refund will he get?
 - a credit to his account
 - no refund
- Last week, Francesca bought a printer on the Internet for \$99. Now she wants to return it. She has her receipt, and she paid by debit card. What type of refund will she get?
 - a cash refund
 - a refund by check

B Match the clarifying questions with the answers.

- | | |
|----------------------------------|---------------------------|
| 1. You went where? <u>d</u> | a. My sister. |
| 2. You went with who? _____ | b. They gave me \$134.00. |
| 3. You returned what? _____ | c. Two. |
| 4. You returned how many? _____ | d. To the jewelry store. |
| 5. They refunded how much? _____ | e. Watches. |

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 a. a cash refund b. a refund by check c. a store credit

B Complete the clarifying questions.

how many	how much	what	where	who
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- You went _____ *where* _____? To the jewelry store.
- You went with _____? My sister.
- You returned _____? Watches.
- You returned _____? Two.
- They refunded _____? They gave me \$134.00.

Lesson **F****Another view**

A Read the information and answer the questions.

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1. Two weeks ago, Katerina bought an office chair in the store for \$85. Now she wants to return it. She has her receipt, and she paid by check. What type of refund will she get?

She will get a cash refund.

2. Three weeks ago, Tuan bought a laptop in the store for \$695. Now he wants to return it. He doesn't have his receipt. He paid by credit card. What type of refund will he get?

3. Six weeks ago, Ramon bought a lamp on the Internet for \$45. Now he wants to return it. He has his receipt. He paid by credit card. What type of refund will he get?

4. Last week, Francesca bought a printer on the Internet for \$99. Now she wants to return it. She has her receipt, and she paid by debit card. What type of refund will she get?

B Complete the clarifying questions.

- | | |
|---------------------------------------|------------------------|
| 1. You went _____ <i>where</i> _____? | To the jewelry store. |
| 2. You went with _____? | My sister. |
| 3. You returned _____? | Watches. |
| 4. You returned _____? | Two. |
| 5. They refunded _____? | They gave me \$134.00. |