

StartUp 6
Vocabulary

Unit2 – Lesson1
Page18

To the teacher

At the end of the lesson, your students must have achieved all the targets below.
During the unit, plan your productive tasks to cover them.



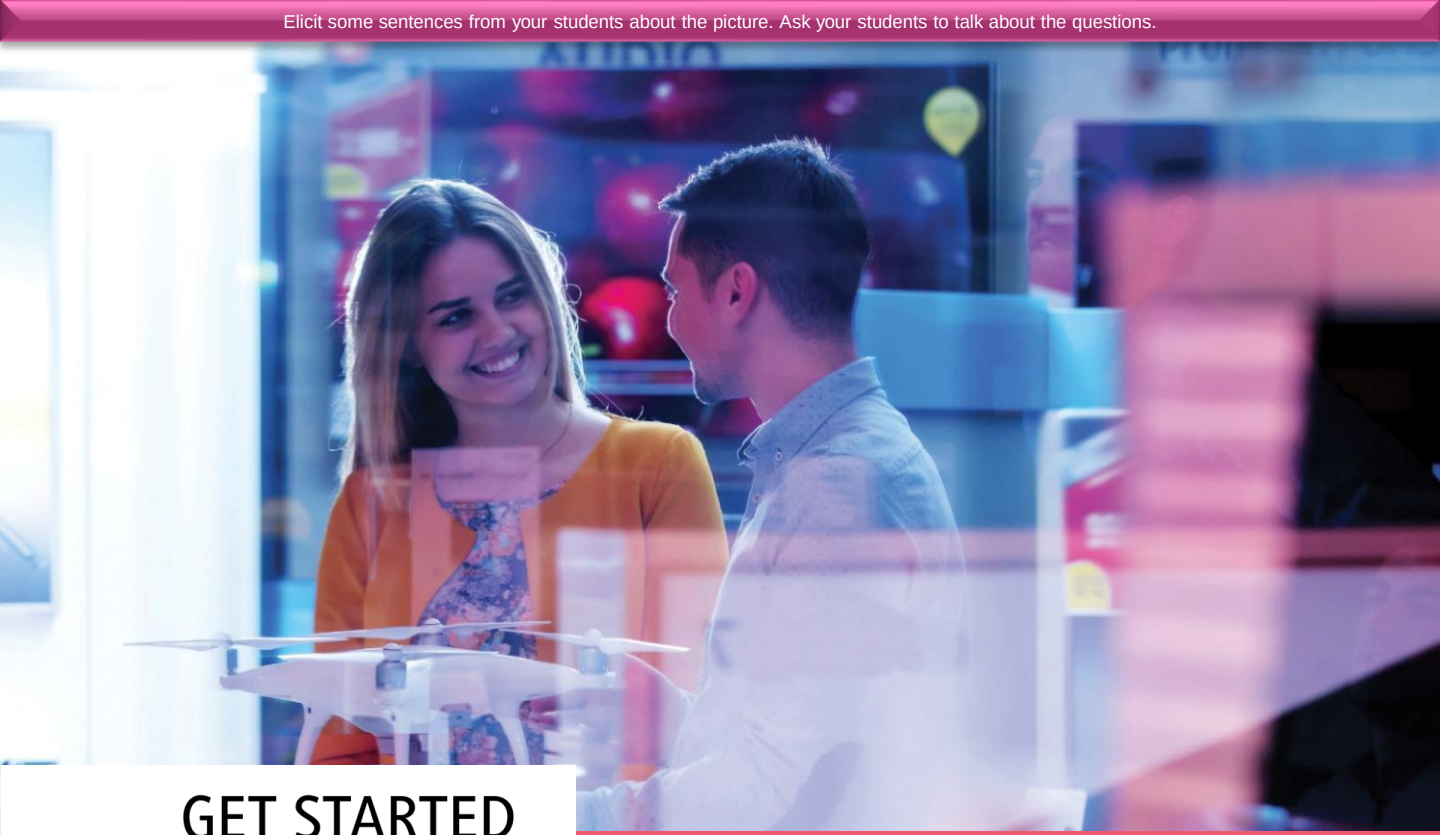
2 WHAT'S YOUR RETURN POLICY?

LEARNING GOALS

In this unit, you

- ask about a return policy
- discuss taking out a loan
- talk about crowdfunding
- read about the health benefits of giving
- write an email to dispute a problem

Elicit some sentences from your students about the picture. Ask your students to talk about the questions.



GET STARTED

A Look at the photo. What's going on?

B Now read Pablo's message. How does he feel about shopping?



PABLO PIÑEDA

@PabloP

People who say money can't buy happiness just don't know where to go shopping.



PABLO PIÑEDA

@PabloP

My friend just took some amazing pictures with his drone. Now I want one for myself.

1 VOCABULARY Return policy language

A Look at the reasons why people return things. Which do you think is the most common? Why? What other reasons do people have for returning things?



Have your Ss do the task for a couple of minutes. Then check the answers in class.

CIRCLE THE PHRASE WITH THE SAME MEANING AS THE WORDS IN BOLD

1. Return the product in its original packaging

a. the box it came in
b. an undamaged container
c. a box in good condition

2. The store gave me a full refund

a. a different item of the same value
b. a chance to buy a new item
c. all of my money back

3. They asked me to provide the receipt, but I couldn't find it anywhere.

a. a list of what was in the box
b. proof of my purchase
c. an explanation of the problem

4. We only accept items returned in new condition

a. with no damage
b. with very little use
c. with a receipt

5. They didn't have any more of that shirt, so they offered me store credit.

a. a store discount coupon
b. cash for my returned item
c. a document showing how much money I can use at the store

6. The item was damaged, so I didn't need to pay the return shipping cost

a. money for sending items to my home
b. the cost of sending items back
c. a fee for putting the items back

7. The item may be returned within 30 days

a. after the 30th day
b. before the 29th day
c. by the 30th day

8. I took the phone in for repair, but they offered me a replacement

a. money to spend in the store
b. a new item
c. a refund of all of my money

Teach the challenging words to your Ss. Then play the audio to practice the pronunciation.

1 VOCABULARY Return policy language

B ▶02-01 Listen. Then listen and repeat.



PABLO PIÑEDA

@PabloP

My friend just took some amazing pictures with his drone. Now I want one for myself.

The item must be returned...



in its original packaging



in new condition



within thirty days

I had to provide...



the receipt



the packing slip

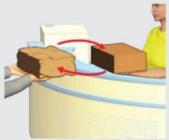
They gave me...



a full refund



store credit



a replacement

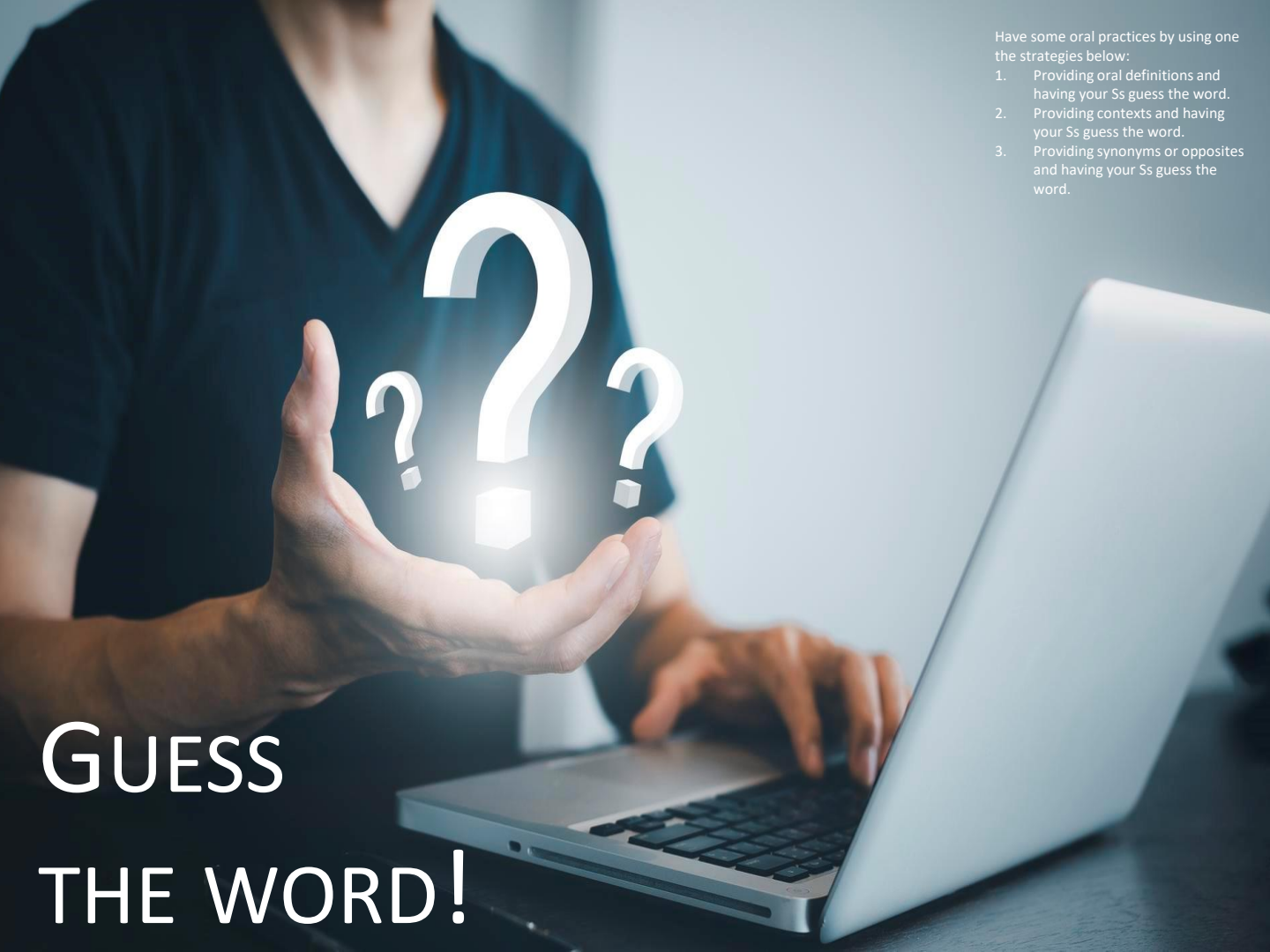
I had to pay...



a restocking fee



the return shipping cost



Have some oral practices by using one the strategies below:

1. Providing oral definitions and having your Ss guess the word.
2. Providing contexts and having your Ss guess the word.
3. Providing synonyms or opposites and having your Ss guess the word.

GUESS THE WORD!

Have the Ss do the task in their breakout rooms.

C **PAIRS** Talk about a time when you returned something. What did you have to do? Did you get your money back? Did you have to pay any extra costs or fees? Use the words in 1B.



The item must be returned...



in its original packaging



in new condition



within thirty days

I had to provide...



the receipt



the packing slip

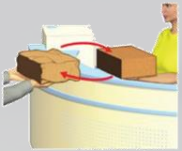
They gave me...



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the return shipping cost