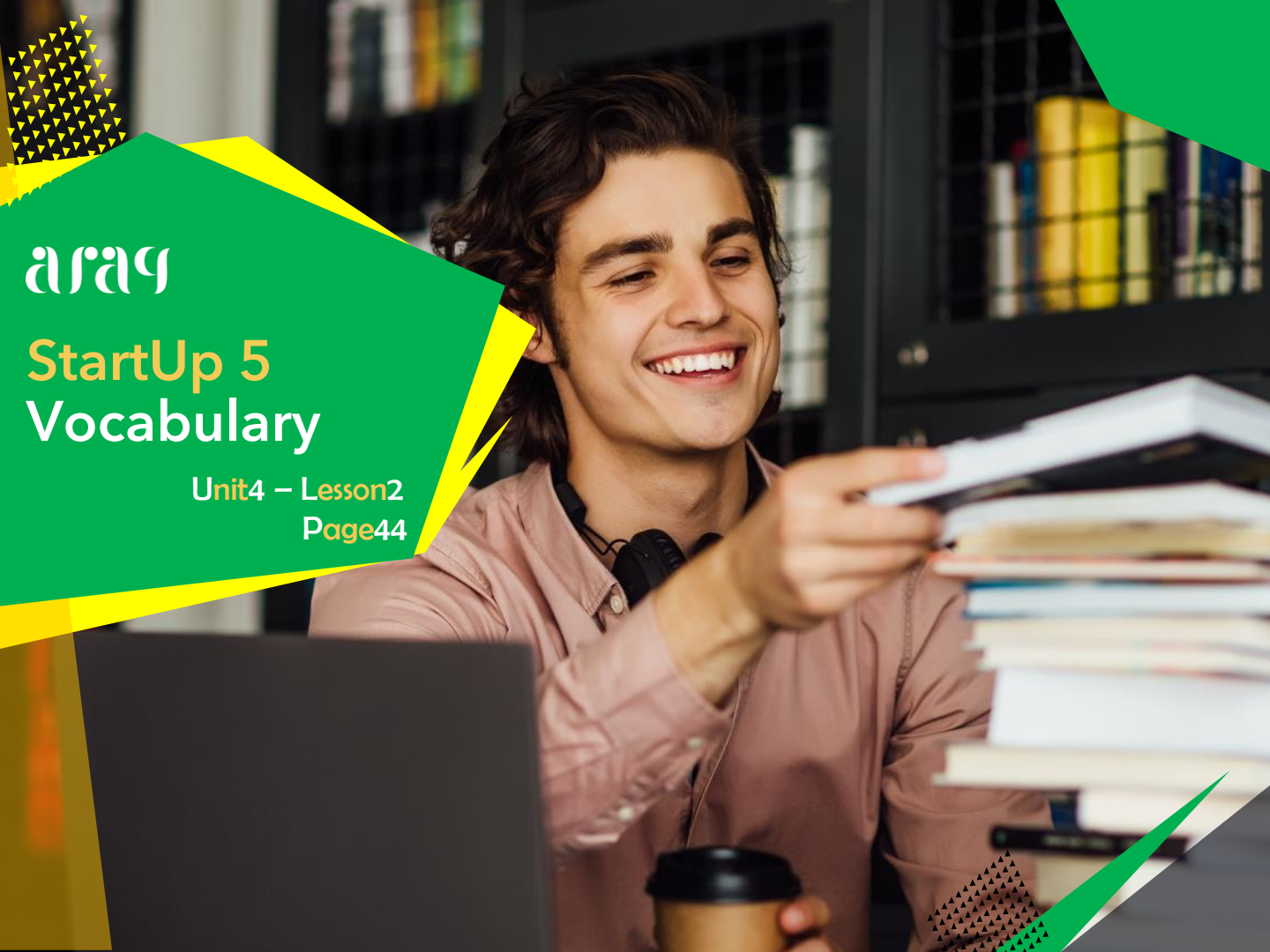


StartUp 5
Vocabulary

Unit4 – Lesson2
Page44

Have the Ss read the text and share their understanding in class.



LAN PHAM

@LanP

You know that feeling when you buy something, bring it home, and then realize you hate it? 🤔 On my way back to the store.

1 VOCABULARY A store return policy

A Read the store policy.

RJ's **Store Policy:** Returns

In most cases, you can return **a purchase** for any reason.



We do not give cash **refunds**. You may be able to **exchange** your item for one of the same value or receive a **store credit** for the amount you paid. You can spend the credit on any item in the store. **All sales are final** on Red Tag sale items. No returns will be accepted.





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

CHOOSE THE CORRECT OPTION.

1.Purchase:
- a) To sell
- b) To buy

2.Fit:
- a) Comfortable size
- b) Uncomfortable

3.Defective:
- a) Perfect
- b) Flawed

4.Change My Mind:
- a) Make a decision
- b) Reconsider a decision

5. Refunds:
- a) Get money back
- b) Pay extra

6.Exchange:
- a) Keep the same item
- b) Swap for another item

7.Store Credit:
- a) Cash refund
- b) Credit to use in the store

8.All Sales Are Final:
- a) Returns accepted
- b) No returns or exchanges

9. Tags:
- a) Price labels
- b) Shopping bags

10. Receipt:
- a) Proof of purchase
- b) Shopping list

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



LAN PHAM

@LanP

You know that feeling when you buy something, bring it home, and then realize you hate it? 😕 On my way back to the store.

A 04-06 Then listen and repeat the vocabulary words.

RJ's **Store Policy:** Returns

In most cases, you can return **a purchase** for any reason.



It doesn't fit.



It's defective.



I didn't like the color.



I changed my mind.

We do not give cash **refunds**. You may be able to **exchange** your item for one of the same value or receive a **store credit** for the amount you paid. You can spend the credit on any item in the store. **All sales are final** on Red Tag sale items. No returns will be accepted.



All **tags** must still be attached.



Please have the **receipt** for your item.

Play the audio and have the Ss do the task. Then check the answers in pairs.

B ▶04-07 Listen. Circle the sentence that describes the situation.

1. a. The item is defective.
   b. The item doesn't fit.
2. a. He wants to get a refund.
   b. He wants to exchange the item.
3. a. The skirt doesn't have a tag.
   b. The skirt is on sale.
4. a. The lamp is defective.
   b. She changed her mind.
5. a. He can get a cash refund.
   b. He can get a store credit.
6. a. They are looking at a price tag.
   b. They are looking at a receipt.

RJ's **Store Policy:** Returns

In most cases, you can return **a purchase** for any reason.


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We do not give cash **refunds**. You may be able to **exchange** your item for one of the same value or receive a **store credit** for the amount you paid. You can spend the credit on any item in the store. **All sales are final** on Red Tag sale items. No returns will be accepted.



All **tags** must still be attached.



Please have the **receipt** for your item.

Have the Ss think for a while and do the task in class. (not in the book)

Complete the conversation with information from the box.

change their mind	final	purchase	refunds	didn't fit	exchanges
didn't like the color	receipt	store credit	is defective	tags	

A: Hi. Is it your first day working at ClothesMart? Welcome to our returns department!

B: Thanks! Where I worked before had a policy that all sales are _____ 1. ,

so they didn't have a department for _____ 2. .

A: We let people bring back any _____ 3. they aren't satisfied with.

B: Wait. Even if they've cut off the _____ 4. ?

A: Yes. We even give _____ 5. then.

B: What if they don't have the _____ 6. that shows they bought it here.

A: In that situation, instead of giving them cash, we offer _____ 7. .

B: So what are the most common reasons customers return clothes?

A: One customer I had today returned an orange dress because she _____ 8. .

B: It is hard to wear an orange dress.

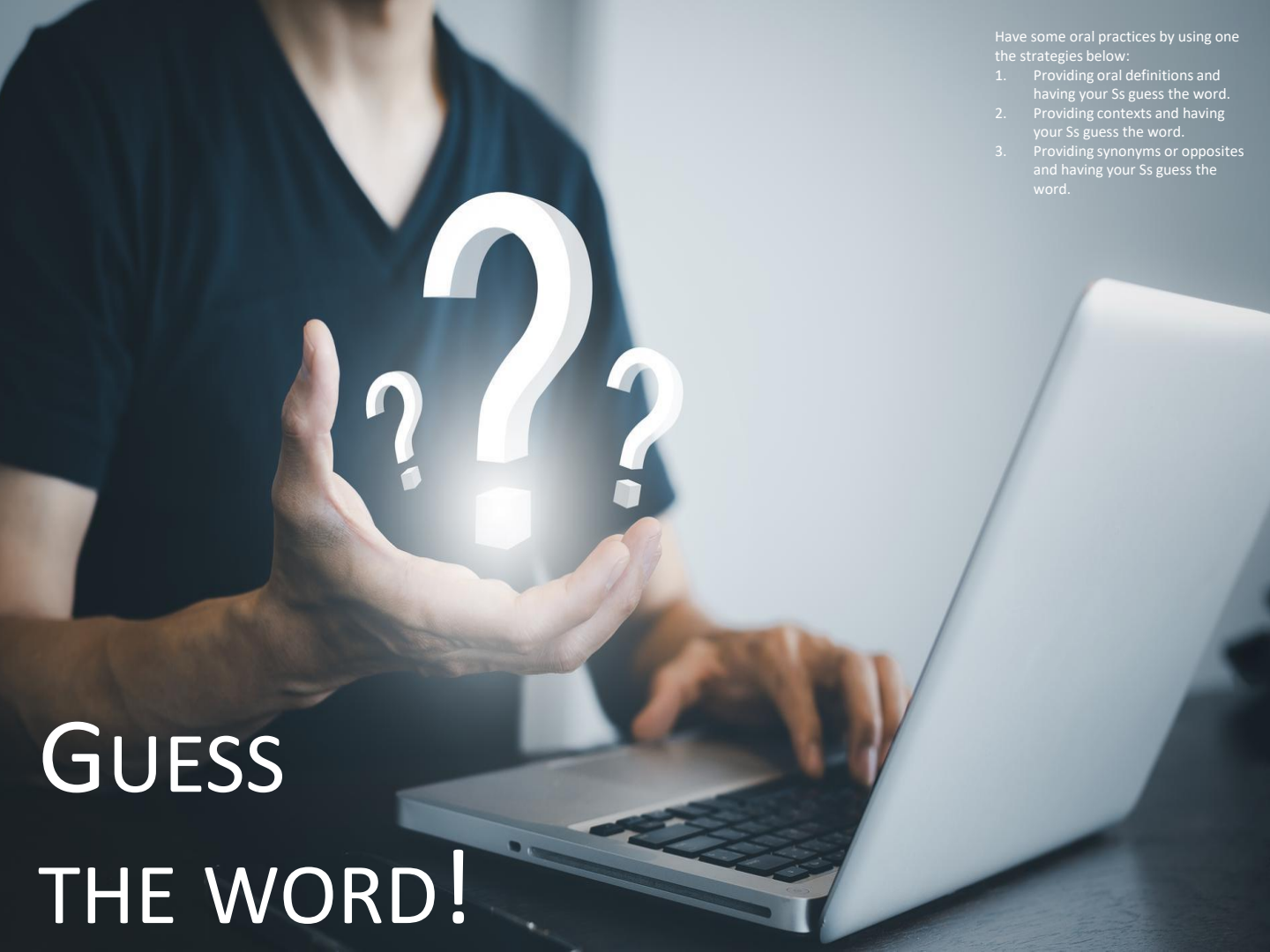
A: Another customer's brother had given him a shirt. He liked it, but it _____ 9. .

B: Do many people like something but then get home and _____ 10. ?

A: That's actually the most common reason people come to our department.

B: What if something _____ 11. , like a sweater with a hole in it?

Activity



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!

C PAIRS Talk about a time you returned something to a store. Why did you return it? Did you get an exchange, a refund, or a store credit?

I returned a sweater that my mom bought me. It didn't fit, so I exchanged it for a smaller one. I had the receipt, so it was no problem.

