

**RANS AND RAVES - RETURNING GOODS TO A SHOP**

- F1:** Oh, er, excuse me. I bought these boots from you, and I'm afraid I have to return them. They're the right size, my regular size, but they really pinch me across the top of this foot. They're really quite painful.
- M1:** I see, madam. And have you worn them outdoors, then?
- F1:** Well, yes. That's how I discovered they were so uncomfortable.
- M1:** Yes, I see. Do you have the receipt?
- F1:** Well, no. That's the problem. I can't find it anywhere, and I paid by cash, not with a card. I've got the bag they came in, your bag.
- M1:** Yes, I can see that, madam, but we do need some proof of purchase before we can offer any refund or exchange of goods.
- F1:** Yes, but you can see they're *your* boots. I mean, they're in the original box as well. And that's got the name of your shop all over it.
- M1:** Yes, but I'm afraid it's company policy not to exchange or refund on any goods for which there's no receipt. I'm awfully sorry.
- F1:** Huh! This is ridiculous. Oh! Look, there's the woman who served me coming out of your stock room now. She'll remember me, I'm sure. Er, excuse me! Miss! Can you come over here, please?
- F2:** Yes, madam. What seems to be the problem?

**F1:** Well, you remember I bought these boots from you a few weeks ago?

**F2:** Well, I can't say I do, madam. When was this?

**F1:** You must remember! It was just before Christmas.

**F2:** Before Christmas? Well, that's our busiest time, madam. I really can't say I can remember any one customer above another during that time.

**M1:** Customer wants to return these boots with no receipt, Sonia.

**F2:** Oh, I see. Well, it's company policy not to exchange or refund on any goods –

**F1:** Yes, I know that! Oh, for heaven's sake!

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### Contributed by

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