

Module 8 - Unit 7

Fecha: _____

Nombres: _____ Apellidos: _____

Institución: _____ Curso: _____

Choose the correct option

What does it mean to return a product?

- a) To exchange it for a different product.
- b) To receive a refund for it.
- c) To bring it back to the store or seller.
- d) All of the above.

What is a receipt?

- a) The money given back to the customer.
- b) The document that proves the purchase.
- c) The label attached to the product.
- d) The customer service department.

What does it mean if a product is defective?

- a) It is not working properly.
- b) It has a fault or problem.
- c) It is unworn and unused.
- d) It is the store's policy.

What is the purpose of proof of purchase?

- a) To show that the product is unworn.
- b) To exchange the product for a different size.
- c) To provide evidence of the purchase.
- d) To contact customer service.

Who can assist you with returning a product?

- a) The store policy.
- b) The proof of purchase.
- c) The unworn condition of the product.
- d) The customer service department.

Read and write the correct answer

Returning Your Shoes

Returning shoes to a store can be a straightforward process. If the shoes don't fit or meet your expectations, you have the option to return them for an exchange or refund. When returning the shoes, it's important to bring the receipt and ensure that the shoes are in their original condition. The store will inspect the shoes and process the return according to their return policy.

What are the options if the shoes don't fit or meet your expectations?

What should you bring when returning the shoes?

How will the store process the return?
