

**Unit2\_Lesson07\_L01**

exchange

exchange small for medium

an exchange for

refund

ask for a refund

get a refund

full refund

receipt

ask for a receipt

keep a receipt

a receipt for a book

**Unit2\_Lesson07\_L02**

W: How may I help you?

M: My wife doesn't like this bag I bought yesterday.

W: What would you like to do with the bag?

M: Can I get a refund?

**Unit2\_Lesson07\_L03**

고객(M): Hi, I want to get a refund for these two items.

점원(W): Ok. Here is 20,000 won for the red hat. I am afraid the black bag is not refundable, because it was on sale.

고객(M): I see. Can I exchange it for a blue one?

점원(W): Of course.

**Unit2\_Lesson07\_L04**

W: Hi, I'd like to get a refund for this shirt.

M: Ok. Is there a problem with the shirt?

W: I noticed it has a stain around the neck.

M: Can I have your receipt, please?

W: I don't have the receipt with me.

M: In that case, it is not refundable.

W: Is that so?

M: Yes, why don't you exchange it for a new one?

W: Ok, I'll do that.

**Unit2\_Lesson07\_L05**

고객(M): Hi, I want to get a refund for this tie. Here is the receipt for it.

점원(W): I am afraid the tie is not refundable since you bought it on sale.

고객(M): I see. Can I exchange it for a blue one.

점원(W): Of course.

-----