Return an item in English

1. Say what you want to return and why

What can I help you with?	I'd like to return these headphones.
What's wrong with them?	The left side doesn't work.

- Hi, I'd like to return these headphones.
- One side doesn't work.
- It's the wrong size.
- I changed my mind.

2. Show the receipt

Do you have the receipt?	Yes, here it is.
When did you buy them?	Two weeks ago.

- Yes, here's the receipt.
- I bought them two weeks ago.
- I opened the box, but I didn't use them much.
- Is it still okay to return them?

3. Ask for a refund

I can give you a new pair, the same model. Want that?	No, thanks. I'd prefer a refund.
Do you want your money back, or store credit?	My money back, please.

- No, thanks. I'd prefer a refund.
- Can I get my money back, please?
- Can I get store credit instead?
- Could you say that again, please?

4. Ask how long the money takes

Anything else?	Yes. How long does the refund take?

- How long does it take to get the money?
- Will it go back on my card?
- Thank you. Have a good day.

Return the item with an AI chatbot: kotokin.com/learn/english/return-an-item