

Let's replace a defective product or get a refund.

不良品を交換するか、返金を受けましょう

Salesclerk: May I help you?

Customer: We'll, I bought a ____①____ here yesterday,
but it ____②____.

🙄 Can I exchange it for another one?

😞 I would like to return it.

😭 I want a refund!

Salesclerk: I'm very sorry. May I look at the receipt
and the ____①____, please?

Customer: Here you are.

Salesclerk: 🙄 Let me exchange it for a new one.

😞 Let me get you another one.

😭 Let me get you a refund.

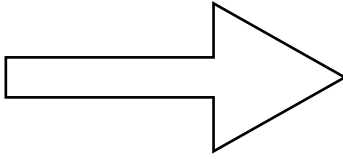
Just a minute please...

...here you are.

Customer: Thank you very much.

Salesclerk: You're welcome.

RECEIPT EXAMPLE
領収書



Mihara Department Store TOKOROZAWA 2022/7/4 09:52 *****	
① Soccer ball 1	\$35:50
SUBTOTAL	\$35:50
VAT 10%	\$3.55
TOTAL	\$39.05

VISA CCARD	\$39.05

② It went flat! 🐻	
😞	

Let's practice!
練習しましょう！