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환불 요청하기

I'd like to get a refund ~

Can I get my money back?

W: Hello. May I help you?

B: Yes, please. **I'd like to get a refund** for this watch.

W: OK. Was there anything wrong with it?

B: No, I just changed my mind. **Can I get my money back?**

W: OK. I'll take care of it right away.

2

W: Hello. Do you need some help?

B: Yes, **I'd like to return** this smartphone case.

W: Let's see. Do you have the receipt with you?

B: Here it is. I bought it three days ago.

W: Oh, then it's possible.

환불 요청하기

I'd like to get a refund ~

3

W: Hello. Are you looking for anything special?

B: No, I'm not. **I'd like to exchange** this T-shirt. It's too small.

W: Sure. What size would you like?

B: Large, please.

W: Here you are.

B: Thank you.

교환 요청하기

I'd like to exchange ~

4

W: Hello. What can I do for you?

B: **Can I exchange** this black umbrella for a different color?

W: Sure. What color would you like?

B: I'd like a yellow one, please.

W: OK. Here you are.

교환 요청하기

Can I exchange ~ ?

5-1

환불 요청하기

I'd like to get a refund ~

M: Hello. May I help you?

G: Yes, please. **I'd like to get a refund** for this cap.

M: Do you have the receipt?

G: No, I don't. I received it as a gift.

M: If you don't have the receipt, then, it's not possible to get a refund.

5-2

G: I see. Then, **can I exchange** it for something else?

M: Yes, you can. What would you like to get?

교환 요청하기

G: I want to get this blue bag.

Can I exchange ~ ?

M: Let me see... The price is the same, so you can just take it.

G: Thank you.