

Use of English B1: explicar un problema y pedir una solución

Ficha 2 de 4 · Problems, returns and refunds

LA REGLA

Para resolver un problema con una compra, separa cuatro piezas: identifica el pedido (order number), describe solo lo que observaste (The box arrived wet), añade un dato comprobable (I have attached a photo) y pide una solución concreta (Could you send the correct size?). Return an item es devolver el producto; exchange X for Y pide otro; ask for a refund pide el dinero. Una queja clara no atribuye intenciones sin pruebas.

¡Ojo! — el fallo típico. No confundas «devolver el producto» con «que te devuelvan el dinero»: return the item describe una acción; get a refund, un resultado. Al cambiar un artículo, di exchange this coat for a smaller one, no exchange with a smaller one.

1 Escribe una sola palabra para completar la frase.

I ordered a medium, but the coat is the
size.

2 Escribe una sola palabra para completar la frase.

The glass was broken when it arrived. It was
.....

3

La tienda envió talla L en vez de M. Quieres la M, no el dinero. ¿Qué pides?

- ☐ ask for a refund ☐ keep the item
☐ cancel the delivery date ☐ exchange the item

4 Escribe una sola palabra para completar la frase.

I need to the item to the shop before
they send a different size.

5 Escribe una sola palabra para completar la frase.

Could I this shirt for a larger one?

6 Escribe una sola palabra para completar la frase.

The order never arrived, so I would like a
..... rather than another item.

7 Une cada acción con el resultado que busca el cliente.

get a different product · get the money back · send the product back · show that the product was bought

return an item	
exchange an item	
ask for a refund	
show proof of purchase	

8 Escribe una sola palabra para completar la frase.

The confirmation email can be proof
..... purchase.

9 Escribe una sola palabra para completar la frase.

If the shop cannot help in person, contact customer
.....

10 Escribe una sola palabra para completar la frase.

The shop the problem by sending
the missing part.

11 Escribe una sola palabra para completar la frase.

I ordered the blue version, but I
the red one.

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Soluciones · ficha 2 de 4

Recorta o dobla esta página antes de dar la ficha.

- 1 I ordered a medium, but the coat is the wrong size.
- 2 The glass was broken when it arrived. It was damaged.
- 3 La tienda envió talla L en vez de M. Quieres la M, no el dinero. ¿Qué pides? → exchange the item
- 4 I need to return the item to the shop before they send a different size.
- 5 Could I exchange this shirt for a larger one?
- 6 The order never arrived, so I would like a refund rather than another item.
- 7 return an item → send the product back · exchange an item → get a different product · ask for a refund → get the money back · show proof of purchase → show that the product was bought
- 8 The confirmation email can be proof of purchase.
- 9 If the shop cannot help in person, contact customer service.
- 10 The shop resolved the problem by sending the missing part.
- 11 I ordered the blue version, but I received the red one.