

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

Ficha 3 de 4 · Evidence and clear requests

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 Separa los casos en los que se pide dinero de los que piden otro artículo.

I no longer need the coat and would like my money back. · The blue lamp is broken; please send another blue one. · The jacket is too small; could you send a medium? · The parcel never arrived; please return the payment. · The shop charged me twice; I want the extra payment back. · The wrong book arrived; I still want the book I ordered.

money back	different item
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.....	

2

La caja está mojada. ¿Qué frase comunica solo lo que sabes?

- ☐ The box arrived wet.
- ☐ The driver deliberately damaged my parcel.
- ☐ The shop never protects parcels.
- ☐ All deliveries from this shop are damaged.

3 Corrige la expresión que no encaja.

I would like to exchange this coat with a smaller one.

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4 Escribe una sola palabra para completar la frase.

Could I exchange this coat a smaller one?

5 Escribe una sola palabra para completar la frase.

The shop asked for proof purchase, so I sent the confirmation email.

6 Escribe una sola palabra para completar la frase.

I contacted the shop email and attached a photograph.

7 Relaciona cada parte del mensaje con su función.

describe the problem · identify the purchase · provide evidence · request a solution

My order number is 4182.	
The parcel arrived with a broken lid.	
I have attached a photograph.	
Could you send a new lid, please?	

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Soluciones · ficha 3 de 4

Recorta o dobla esta página antes de dar la ficha.

- 1 money back: The parcel never arrived; please return the payment., I no longer need the coat and would like my money back., The shop charged me twice; I want the extra payment back. · different item: The jacket is too small; could you send a medium?, The blue lamp is broken; please send another blue one., The wrong book arrived; I still want the book I ordered.
- 2 La caja está mojada. ¿Qué frase comunica solo lo que sabes?
→ The box arrived wet.
- 3 I would like to exchange this coat with a smaller one. → I would like to exchange this coat for a smaller one.
- 4 Could I exchange this coat for a smaller one?
- 5 The shop asked for proof of purchase, so I sent the confirmation email.
- 6 I contacted the shop by email and attached a photograph.
- 7 My order number is 4182. → identify the purchase · The parcel arrived with a broken lid. → describe the problem · I have attached a photograph. → provide evidence · Could you send a new lid, please? → request a solution