

30. Shopping



Looking

1	Do you have ... ?	<i>Do you have this in a smaller size?</i>
2	Where can I find ... ?	<i>Where can I find the toilet?</i>
3	I'm looking for ... ?	<i>I'm looking for the toy department.</i>
4	Is this on sale?	<i>Is this sweater on sale? It sure is.</i>
5	How much is this?	<i>How much is this jacket? It's probably too much for you.</i>
6	I'm just looking (browsing)	<i>May I help you? I'm just looking, thanks.</i>
7	Can I try this on?	<i>Can I try on this pair of jeans? Certainly, the changing rooms are this way.</i>
8	Do you have this in another size/color?	<i>I like this design but do you have it in another color?</i>

Buying and Refunding

9	I'll take it!	<i>Have you made up your mind yet? Yes, I'll take it!</i>
10	Do you take JCB credit cards?	<i>Do you take JCB credit cards? What are JCB credit cards??</i>
11	Can I get a refund if it doesn't fit?	<i>I'm buying this as a gift. Can they get a refund if it doesn't fit? Yes, but it must be within 7 days of purchase and they will need the receipt.</i>
12	Do you have complimentary gift wrapping?	<i>Do you have free gift wrapping? It's not free, but we can do it for \$3.</i>
13	I'd like to exchange this for a different size.	<i>I got this as a present but it doesn't fit. I'd like to exchange it for a different size.</i>
14	Is there a surcharge if I pay by credit card?	<i>Are there any surcharges for purchases by card? Only Amex and Diners.</i>

- Do you prefer to shop on-line or in the store?
- Which is more important for you? Price or quality?
- Do you worry about where your clothes etc. are made?