

Money! Money!

Topic 5. Returning Faulty Goods



Getting Started

Read then copy.

a) Zandra buys a microwave.

Zandra buys a microwave.

Zandra buys a microwave.

Zandra

b) It's faulty, so she gets her money back.

It's faulty, so she gets her money back.

It's faulty, so she gets her money back.

It's

Vocabulary 1 – microwave

1. Read then copy.

This microwave oven cooks very fast.

This microwave

2. Spelling – read, copy and learn.

microwave

microsurgery

microphone

Vocabulary 2 – yesterday

1. Read then copy.

I bought this yesterday.

I bought

2. Spelling – read, copy and learn.

yesterday today tomorrow next week

Vocabulary 3 – unpacked

1. Read then copy.

I unpacked my new toaster.

I unpacked

2. Spelling – read, copy and learn.

unpacked unhappy unusual unnecessary

Vocabulary 4 – switch

1. Read then copy.

The switch was broken, so I couldn't turn it on.

The switch

2. Spelling – read, copy and learn.

switch

catch

kitchen

watch

Vocabulary 5 – defrost

1. Read then copy.

I need to defrost this frozen meat before I cook it.

I need to

2. Spelling – read, copy and learn.

defrost

delay

describe

depart

Vocabulary 6 – trouble

1. Read then copy.

It's a lot of trouble when you have to take things back to the shop.

It's a lot

2. Spelling – read, copy and learn.

trouble

true

traditional

trick

Vocabulary 7 – bought

1. Read then copy.

The woman bought a new microwave.

The woman

2. Spelling – read, copy and learn.

bought

thought

fought

Vocabulary 8 – merchantable quality

1. Read then copy.

When I opened the box, I saw that the lid of my new kettle was broken. The kettle was not of merchantable quality.

When I

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2. Spelling – read, copy and learn.

merchantable

washable

drinkable

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Wrong Word 1

1. Cross out the wrong word in the sentence.
2. Choose the correct word from the box.
3. Write the sentence with the correct word.

calmly

receipt ✓

a) Return the goods as soon as possible
with the ~~money~~.

b) Explain the problem clearly and angrily.

illegal	for	what
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d) Decide when you want: refund or replacement.

e) Remember: 'No Exchange' and 'No Refunds' signs are legal.

f) You can call the Consumer Affairs Victoria Helpline without help. Ph 1300 55 81 81.

Spoken Language – Polite Requests

Make these polite requests to your partner.

- a) Can I please have a refund?
- b) Can you please help me?
- c) Could I please speak to the manager?
- c) Could you please stop doing that?
- d) Would you do that for me?
- e) Would you mind giving me a hand?
- f) Would you mind turning your music down?

Numeracy

Fill in the missing numbers. The first one is done for you.

a)

5	10	15	20		30				
55						85			100

b)

\$1	\$4	\$7	\$10			\$19		\$25	
				\$43					\$58

c)

10mins	20mins	30mins	
	1hr		1hr 20mins

d)

40c	80c	\$1.20		
\$2.40				\$4.00

e)

25c	50c		\$1.00	\$1.25
				\$2.50

Speed Copying – 2

Handwriting practice area consisting of 20 sets of horizontal lines. Each set includes a solid top line, a dotted midline, and a solid bottom line.

Alphabetical Order

Put these words into alphabetical order in the table below. The first two are done for you.

money	refund	cash	after
deposit	bank	phone	car
end	pension	security	contract
budget	microwave	inspected	finances
save	mobile	used	signature
expenses	fares	kettle	worries
got	lemons	home	traditional

after	bank	b	
			worries

“ *Our Refund Policy* ”



You are entitled to a refund OR repair OR exchange OR credit if the products you've bought are:

- faulty
- significantly different to those shown or described to you
- not doing what they're supposed to do.

When you buy, you should choose carefully. You don't automatically get a refund for simply changing your mind, unless this was a condition of the sale or part of the seller's advertised policy.

Please keep your receipt as proof of purchase.

This poster has been provided by:

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