

Lesson 20: How to Make a Claim

By Xandra

1. Dialogue

First, repeat after your tutor. Then, practice each role.

Kawaguchi: Good morning. I'd like to return this computer. I just bought it yesterday.

Jones: What's wrong with it?

Kawaguchi: It's not working. It doesn't even turn on.

Jones: Hmm... (checking the item). Did you, by any chance, drop or hit it against something?

Kawaguchi: Of course not. I was really careful with it.

Jones: I see. I also don't see any cracks. So, it must be a factory defect. I can replace it with a new one.

Kawaguchi: No, I don't want a replacement. I'd like to get a refund.

Jones: In that case, please fill out this form.

Kawaguchi: (after completing the form) Here you go, sir. Can I ask what you're going to do with the defective computer?

Jones: The manufacturer will be happy to take it back. But I'll also **bring up** the issue of quality control with the management.

2. Today's Phrase

First, repeat after your tutor. Then, make a few sentences using Today's phrase.

1. A: How did your dog die? B: Please don't **bring** that topic **up**. Talking about it depresses me. A: Oh, I'm sorry.

2. Production problems were discussed during the meeting. The workers' union also **brought up** the question of salary increase and additional benefits.

3. Why did you have to **bring up** that situation again? I thought we already talked about it.

* bring up ... / ...を持ちあげる、持ち出す、提起する

3. Your Task

You purchased something from an online store. When the package arrived, you found that the item was broken and couldn't be used. Call the online store (= your tutor) and explain the situation. Ask for a refund.

4. Let's Talk

Have you ever returned a defective item to a store?

Did you ask for a replacement or a refund? Did the store accept the returned item without questions? Tell your teacher the whole story.

Have you tried claiming any losses from your insurance company?

Was it a lengthy process?

5. Today's photo

Describe the photo in your words.



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