

EPISODE 36
LEVEL A1.2/A2.1

READING COMPREHENSION



PROBLEMS WITH CLOTHES

It's a good idea to buy good quality clothes, even if they are a bit **pricey** (= expensive). But sometimes, even if we have paid a lot, after buying and taking something home, we discover a problem with it.

We can see that **there is a button missing** (= there is no button) or that there is a **stain** (= a dirty mark) on the item of clothing we have bought. The zip can be **broken** (= it doesn't work properly) and there can be a **hole** (= an empty space) in our shirt or sweater. A sweater can **shrink** (= get smaller) or it can **fade** (= lose its colors) after we have washed it for the first time.

Fortunately, even if the item of clothing we have bought is imperfect we can take it back to the shop and either get a new one or get a **refund** (= money back).



More contexts for the new words:

- This coat looks really great! It must have **cost a fortune!** (= a lot of money)
- I took this coat back and they **refunded** the money. (= they gave me my money back)



EXERCISE 1

Give words for the definitions.

1. to lose colours = to f _ _ _
2. an empty space = a h _ _ _
3. to become smaller = to s _ _ _ _ _
4. to get your money back = to get a r _ _ _ _ _
5. it doesn't work properly = it's b _ _ _ _ _
6. there's no button = there's a button m _ _ _ _ _
7. expensive = p _ _ _ _ _



EXERCISE 2

Put the words in the correct order to make questions. Then answer the questions.

1. ?
last, When, you, buy, something, did, pricey
2. ?
did, get, When, you, a refund, last
3. ?
with, What, you, stains, do, do

ENGLISH IN USE



Look at a sentence from the text:

... after buying and taking something home, we discover a problem with it ...

Again we can see that we have to use a "**verb +ing**", only this time we don't have another verb, but "**after**".

Here are more examples for you to look at:

***After eating** dinner, he watched TV.*

***After eating** breakfast, he went to work.*

Are there any other words which are similar to "after" in construction? There is at least one, "before", so we can say:

***Before taking** the test, she had to study a lot.*

***Before getting** home, she did some shopping.*

IDIOM CLOSE-UP



A/ I've heard John is having lots of problems.

*B/ Yes, he is. I wouldn't like to be **IN HIS SHOES**.*

If you say you wouldn't like to be **in someone's shoes**, you think their situation is very bad and you don't envy them.

PHRASAL VERBS CLOSE-UP



1. If you **TAKE OUT** a stain, you remove it.

*I tried everything, but nothing can **take out** that blood stain.*

2. If you **DO UP** an item of clothing, you fasten it.

*I was trying to **do up** the zip, when I realized it was broken.*



EXERCISE 3

Rewrite the sentences keeping the same meaning and using the word in CAPITALS.

1. I've finally managed to remove that juice stain.

OUT

2. Don't forget to fasten all the buttons to look elegant.

UP.....

3. I don't envy her.

SHOES

NEWS



CUSTOMER RIGHTS

Not everyone knows what their rights as a customer are. Most of us are **at the mercy of** shop assistants, who – with **apologetic** smiles – politely explain that they cannot help us. In reality, however, it is not up to the shop assistant to accept or refuse a complaint, but the matter is ruled by regulations. Did you know, for instance, that – if you buy something online – you have 30 days to return it without giving any reason **whatsoever**? Also, if you buy something in a regular shop, you have seven days to do the same, provided that the product has not been damaged. Moreover, when you complain about a **faulty** product, it is up to you to decide what you want – an exchange or a refund. Many shops will try to convince you that getting your money back is not an option, but if you persist they will have to admit you're right. Similarly, you don't have to agree to have the item repaired.

GLOSSARY

- **at the mercy of** – dependant on
- **apologetic** – saying 'I'm sorry'
- **whatsoever** – at all
- **faulty** – broken

KEY TO EXERCISES

Ex.1

1. to fade
2. a hole
3. to shrink
4. a refund
5. it's broken
6. missing
7. pricey

Ex.2

1. When did you last buy something pricey?
2. When did you last get a refund?
3. What do you do with stains?

Ex.3

1. I've finally managed to take out that juice stain.
2. Don't forget to do up all the buttons to look elegant.
3. I wouldn't like to be in her shoes.