**Returning an Item to the Store**

**Paul bought a camera yesterday that doesn't work. He returns it to the store. Tim, the salesman, helps him make an exchange.**

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| Paul | Hi, I bought this camera here yesterday, and it's not working. |
| Tim | Did you charge the battery and put it in correctly? |
| Paul | Yes. I followed the directions **to the letter.** |
| Tim | Do you mind if **I take a crack at** it? |
| Paul | **By my guest.** |
| Tim | I usually **have the magic touch**… Hmmm, you're right. It doesn't work. Would you like a replacement? |
| Paul | No, this is the second one I've had to return. I think I'll **steer clear of** this model. |
| Tim | **I hear what you are saying**. It's frustrating when you get one bad unit, **let alone** two! |
| Paul | Yeah, it's a **bummer**! I'd like my money back. |
| Tim | If you give me your receipt, I'll **issue a credit** to your credit card. But you might also try a different model or brand. |
| Paul | Maybe I will try a different camera. |
| Tim | We've got an excellent Canon camera that's the same price as this one. It would be an **even change**. |
| Paul | Okay, I'll take it. I hope this one **works out**. |
| Tim | If you're not happy with it, **don't hesitate** to bring it back. |

**Idioms & Expressions**

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| **Be my guest** | Please go ahead; try it yourself.  - May I try fixing the copier?  - **Be my guest!** |
| **Bummer (slang)** | A disappointment.  I lost my receipt, and the store won't take the dress back without it. What a **bummer**! |
| **Don't hesitate** | Please go ahead and do something; don't be shy about doing something.  If you need advice on buying a car, **don't hesitate** to ask. |
| **Even exchange** | A trade of equal value; when you return something and take something else that costs the same price.  If you return those pants and get this sweater instead, it will be an **even exchange**. They're both $39. |
| **Have the magic touch** | To have talent at doing something, to be able to do something difficult.  You can't open that bottle? Give it to Ivan. He usually **has the magic touch**. |
| **I hear what you're saying** | I understand you; I sympathize with you.  - I worked for 60 hours this week. I'm exhausted!  - **I hear what you're saying.** |
| **Issue a credit** | to give money back to.  Rachel returned the sweater to the Gap, and they **issued her a credit.** |
| **Let alone** | Much less; not to mention.  I can't remember the name of the movie, **let alone** the plot. |
| **Steer clear of** | To avoid, usually due to a bad experience.  Mark got food poisoning at O'Reilly's? We'd better **steer clear of** that place from now on! |
| **Take a crack at** | to try something.  I don't know if I can fix your laptop, but I'll **take a crack at** it. |
| **To the letter** | Exactly.  I followed the recipe on the box **to the letter**, but this chocolate cake tastes terrible! |
| **Work out** | To be successful; to meet one's needs.  I just bought my first Mac. I hope it **works out**. |