

How to Shop in English: Clothes, Sizes, and Returns

From just looking to the calm return script — shop with confidence

EPISODE 21 • LEVEL B1-B2

Episode summary

- Freezing in a shop is not an English failure — it is sales pressure. Even native speakers freeze when the assistant approaches. This episode trains both sides of the counter: asking like a relaxed browser and returning like a confident buyer.
- The shopper's five moves: ask for help (“I am looking for...,” “do you have this in...”), try on (“Can I try this on,” “Where is the fitting room”), describe the fit (too tight, too loose, too long, fits perfectly, one size up or down), talk money (sale vs discount, “Is this on sale,” “I will pay by card”), and the return rescue.
- Fit words for your body, size words for the shelf: small, medium, large, extra small, extra large on the shelf — too tight, too loose, too long, too short, fits perfectly on your body. Colours: “Do you have this in other colours.”
- The return rescue in three steps: find the receipt, ask the policy (“What is your return policy”), then the calm script — “I would like to return this, please.” Refund means money back, exchange means a swap, store credit means shop money for later.
- Leo's too-tight jacket: kept for six months because he did not know one sentence — exchanged in two minutes once he did. The lesson of the episode: the receipt is power.

What's inside this PDF

20 key words • the five shopper moves chart • the five fit words chart • Say It Better upgrades • 3 practice exercises

Key Vocabulary

20 words from this episode — learn them, then use them this week

1. receipt

a small paper that proves you bought something.

> I kept the receipt, so I could return the shirt.

2. refund

when the shop gives your money back.

> I returned the jacket and got a full refund.

3. exchange

when you swap an item for a different size or colour.

> The shirt was too tight, so I asked for an exchange.

4. fitting room

the small private room where you try on clothes.

> The fitting rooms are at the back of the shop.

5. sale

a short time when a shop sells things cheaper.

> I bought these shoes during the winter sale.

6. discount

the amount of money you save.

> Is there a discount on this jacket.

7. size

the measure of a piece of clothing.

> Do you have this in a larger size.

8. tight

too small on your body.

> The sleeves are too tight.

9. loose

too big and hanging.

> The shirt is too loose on me.

10. perfect

fitting exactly right.

> This fits perfectly.

11. one size up

the next bigger size.

> This is too tight. Do you have this in one size up.

12. on sale

sold at a lower price for a short time.

> Is this on sale.

13. final price

the price after all discounts.

> Is this the final price.

14. return policy

the shop's rules about returns.

> What is your return policy.

15. store credit

shop money you get instead of a refund.

> I took store credit instead of a refund.

16. cash or card

the question the assistant asks at the till.

> Cash or card. I will pay by card.

17. daylight

natural light from outside.

> Could I see this in daylight.

18. collection

a new group of clothes the shop shows.

> We have a new collection.

19. just looking

browsing without a plan to buy now.

> No thanks, I am just looking.

20. price tag

the small label with the price.

> Check the price tag first.

The Shopper in Five Moves

browse, size, fit, pay, return — the whole episode on one card

Browse without panic

“No thanks, I am just looking.” Want help? “I am looking for a shirt.” “Do you have this in a large.”

The fitting room

“Can I try this on.” Five fit words: too tight, too loose, too long, too short, fits perfectly. Rescue: “Do you have this in one size up.”

Pay like a local

Sale is the event, discount is the amount you save. “Is this on sale.” “I will pay by card.” Never leave without the receipt.

The return rescue

Keep the receipt. Ask the policy: “What is your return policy.” Then the script: “I would like to return this, please.” Refund = money back, exchange = swap, store credit = spend later.

The tattoo of the episode

The receipt is power. Receipt, policy, script — three words.

Say It Better — 10 upgrades

☐ “No.” (to “Can I help you”)

☐ “No thanks, I am just looking.”

☐ “I want big size.”

☐ “Do you have this in a large.”

☐ “It is small.”

☐ “It is too tight.”

☐ “How much money.”

☐ “How much is this.”

☐ “Give me discount.”

☐ “Is there a discount on this.”

☐ “I don't want this.” (at the return counter)

☐ “I would like to return this, please.”

☐ “I pay with card.”

☐ “I will pay by card.”

Practice Time

3 exercises — do them today, not “someday”

Exercise 1 — Fill in the blank

Word bank: receipt • refund • exchange • sale • discount

1. Always keep the _____ — it is your proof of purchase.
2. A _____ is an event: the shop sells things cheaper for a short time.
3. A _____ is the amount of money you save.
4. If the shirt is too tight, ask for an _____ for a larger size.
5. I returned the jacket and got a full _____.

Exercise 2 — Say it like a local

Upgrade each one to smooth shopping English (answers below):

1. “No.” > The assistant asks: “Can I help you.”
2. “It is small.” > In the fitting room:
3. “I don't want this.” > At the return counter:

Exercise 3 — The one-minute shopper

Walk through the five moves out loud, one line each: “No thanks, I am just looking.” “Do you have this in a medium.” “Can I try this on.” “This is too tight. Do you have this in one size up.” “I will pay by card.” Then the return script: “Here is the receipt. I would like to return this, please.” Say all six lines three times — slow, faster, eyes closed.

- Browse: No thanks, I am just looking.
- Fit: Too tight — do you have this in one size up.
- Return: Here is the receipt. I would like to return this, please.

Answer key

Ex 1: 1 receipt • 2 sale • 3 discount • 4 exchange • 5 refund

Ex 2: 1 “No thanks, I am just looking.” 2 “It is too tight.” 3 “I would like to return this, please.”