

Chapter 11 Manage Your Money

Section 11.2 Spending and Saving Basics

NCTE 3 Apply strategies to interpret texts.



English Language Arts Smart Shopping

Directions Read the paragraph. Then read the scenarios, and answer the questions based on the information in the paragraph.

Department Store Policy

You just purchased a sweater from a well-known department store. When you get home and hang it up in your closet, you notice that the sweater has a hole in the sleeve. The store's return policy states that you may get a full refund if you return the item in its original condition, and with a receipt. If you do not have a receipt, you may return the item for an exchange or store credit for the current cost of the item.

1. You take the sweater back to the store, but when you get to the customer service desk you realize that you left the receipt in the car. You explain your situation to the sales clerk. Do you think you still are entitled to a refund for your sweater? Why or why not?

2. You have not worn the sweater yet, but you removed the tags and threw out the receipt. The sales clerk tells you that you are entitled to store credit. However, the sweater is now on sale for a lower price, and the store's policy is that without tags or a receipt, you can only receive credit for the sale price. Do you think this is a fair policy? Explain your answer.

3. You noticed a small hole in the sweater before you bought it. You are handy with a sewing kit, so you chose to buy it anyway and fix it when you get home. How might you approach buying the sweater, knowing that it is damaged, but you still want it?

4. After you have worn the sweater several times over a few weeks, you decide you do not want it anymore. It is itchy and you do not think the color is flattering to you. Can you take the sweater back?
