

# Activity 61

## Exchange or Refund?

**Directions:** Complete the concept map on guidelines for making an exchange or asking for a refund. Use terms and phrases from your textbook.

An exchange is  
\_\_\_\_\_  
\_\_\_\_\_.

Know the store's  
\_\_\_\_\_.

Keep the store receipt,  
which is \_\_\_\_\_  
\_\_\_\_\_.

A refund is  
\_\_\_\_\_  
\_\_\_\_\_.

Be ready to  
\_\_\_\_\_.

Determine if you are  
\_\_\_\_\_ to a  
refund or exchange.