

# TOEFL Listening Lesson 10

**Setting:** A campus bookstore during the afternoon. The student walks up to the service counter with a textbook in hand.

## Questions

**1. What is the main purpose of the conversation?**

- A. To compare textbook prices at different bookstores
- B. To ask how to order a textbook online
- C. To find out about the bookstore's refund policy
- D. To apply for a job at the campus bookstore

**2. What condition must the textbook be in to qualify for a full refund?**

- A. It must be used in the current semester
- B. It must still be in new condition and unused
- C. It must include a receipt from the instructor
- D. It must be returned within two days of purchase

**3. According to the bookstore employee, what happens if a textbook with an access code is returned after the packaging is opened?**

- A. The bookstore issues a replacement code
- B. The book can still be refunded at full price
- C. The refund is processed as store credit
- D. The book cannot be returned for a full refund

**4. Why does the bookstore employee mention buying the book back at a used-book rate?**

- A. To offer an alternative if the refund period has passed
- B. To promote a student discount program
- C. To explain the process of selling books to other campuses
- D. To suggest a way to get store credit for new purchases

**5. Why does the student say, “I almost opened this one, but something told me to wait”?**

- A. She thought she might need to exchange the book for another edition
- B. She wasn't sure if the class would require the textbook
- C. She wanted to avoid damaging the book and losing refund eligibility
- D. She planned to lend the book to a friend first

## Script

### **Student:**

Hi, um, I was wondering if I could return this textbook. I bought it last week, but I ended up switching out of the class.

### **Bookstore Employee:**

Sure, I can help you with that. Do you have the receipt with you?

### **Student:**

Yeah, I've got it right here. *[Hands over receipt]*

### **Bookstore Employee:**

Thanks. Okay, looks like you bought it six days ago. Our refund policy allows returns within seven business days for a full refund, as long as the book is in new condition. So, you're still within the window.

### **Student:**

Oh, that's a relief. I was kind of cutting it close.

### **Bookstore Employee:**

Yeah, but you're good. Let me just check the condition real quick... *[flips through the book]* Alright, no markings, no creases—looks like it hasn't been used. You're all set for a refund.

### **Student:**

Awesome. But—wait—can I just double-check something? Is it a full refund no matter how I paid?

### **Bookstore Employee:**

Pretty much. If you paid by card, the refund goes back onto that same

card. If it was cash, we give you cash back. If it was a campus account, it goes back to that account. How did you pay?

**Student:**

With my debit card, I think. So, the refund goes straight back to my bank?

**Bookstore Employee:**

Exactly. It might take a couple of business days to show up, depending on your bank.

**Student:**

Okay, good to know. One of my friends told me that she returned a book last semester and got only partial credit because it was a “used” return or something?

**Bookstore Employee:**

Ah, yeah. That usually happens if someone writes in the book or removes any packaging—like if there’s a shrink wrap around a textbook that comes with access codes or something.

**Student:**

Oh, that makes sense. So if I had opened one of those sealed packages, I couldn’t return it?

**Bookstore Employee:**

Right. If it’s opened, we can’t resell it as new. Especially if it came with an online code that’s already been used or exposed. Publishers are strict about that.

**Student:**

Wow. Okay, I'll keep that in mind next time. I almost opened this one, but something told me to wait until I was sure I'd stay in the class.

**Bookstore Employee:**

Smart move. We get a lot of students this time of year doing last-minute drops and schedule changes.

**Student:**

So just to clarify—seven business days from the date of purchase, and the book has to be unused?

**Bookstore Employee:**

Exactly. After seven days, we can't do a full refund, but sometimes we can offer to buy it back at the used-book rate, which is usually lower.

**Student:**

How much lower are we talking?

**Bookstore Employee:**

It varies depending on demand. Some books can be bought back for up to 50% of the original price, but others—especially if they're not used again next semester—might only get you a few dollars.

**Student:**

Got it. Okay, I think that clears everything up. Thanks for walking me through it.

**Bookstore Employee:**

No problem at all. I'll go ahead and process this refund for you. You should see the funds back on your card in two to three business days.

**Student:**

Thanks again. Really appreciate it.

**Bookstore Employee:**

Anytime! And good luck with your new classes.

## Answers

1. What is the main purpose of the conversation?

**Correct Answer:** C. To find out about the bookstore's refund policy

2. What condition must the textbook be in to qualify for a full refund?

**Correct Answer:** B. It must still be in new condition and unused

3. According to the bookstore employee, what happens if a textbook with an access code is returned after the packaging is opened?

**Correct Answer:** D. The book cannot be returned for a full refund

4. Why does the bookstore employee mention buying the book back at a used-book rate?

**Correct Answer:** A. To offer an alternative if the refund period has passed

5. Why does the student say, "I almost opened this one, but something told me to wait"?

**Correct Answer:** C. She wanted to avoid damaging the book and losing refund eligibility