

Words and Phrases to Learn

- **scratched:** damaged by a mark
- **cash register:** a machine that adds purchases and holds money
- **exchange:** to change for a new or different one
- **refund:** the money a customer gets for returning an item

Key Expressions

- I'm sorry for the trouble. = I apologize for the inconvenience.
- No problem. = That's OK.



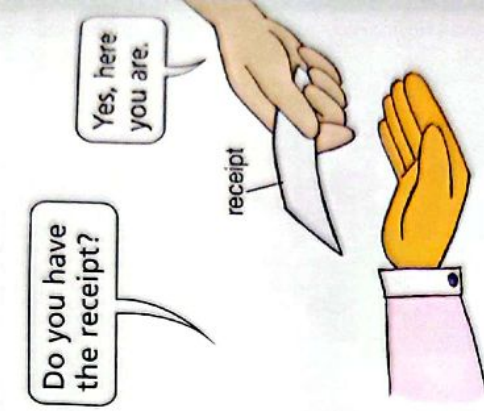
Kim goes back to the electronics shop.



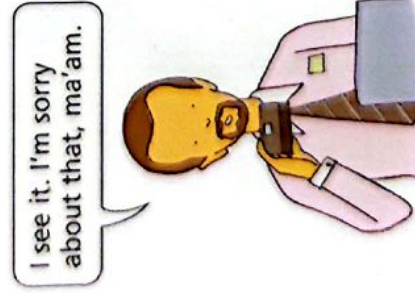
Kim takes her camera out of her bag.



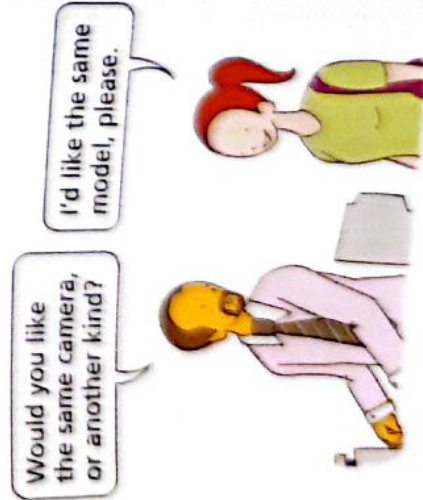
Kim asks for another camera.



Kim gives the salesclerk her receipt.



The salesclerk looks at the camera.



The salesclerk puts the receipt in the cash register.



Kim looks at her new camera.



Kim goes to the door.