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I bought a new DVD player last weekend. When I got home and **hooked it up**, I realized that it was **defective**. I **trudged** back to the store to return it.

Clerk: **Next, please.**

Jeff: Hi, I bought this DVD player last Saturday and I'd like to **return** it.

Clerk: **What's the reason for** the return?

Jeff: It's not **working properly**.

Clerk: **What's the matter with it?**

Jeff: Well, several things. First of all, the **remote** doesn't work.

Clerk: Did you put batteries in it?

Jeff: Yes, of course, but it still didn't work. I couldn't change any of the functions on the **display**. It also doesn't **fast forward** when I'm playing a DVD. It **rewinds** but it won't fast forward while the **picture** is playing. On top of that, I couldn't get the **closed caption** feature to work.

Clerk: Okay, I see. Anything else?

Jeff: Yes, as you can see, the **casing scratches** very easily. I just took it out of the box and put it on my **entertainment unit** and I got all of these scratches.

Clerk: Oh, are you sure you didn't scratch it with your keys or set some things on top of it?

Jeff: No, I'm sure.

Clerk: Well, I'm sure that it's just a problem with this one player. I've never seen this with any of the **models** made by this **brand**. Do you have the receipt?

Jeff: Yes, here it is.

Clerk: Do you want to **exchange** it or return it?

Jeff: I'd like to return it.

Clerk: Okay, how did you pay for it?

Jeff: With a credit card.

Clerk: Can I see your card? Okay, I'll **credit it back** to your credit card. Can you fill out this form with your name and phone number, and sign at the bottom?

Jeff: Sure.

Clerk: Great. Here's your credit card back and \$95 has been credited to your credit card. **Anything else I can help you with?**

Jeff: Oh, there is one more thing. Can you tell me if you **carry** iPod Nanos?