

Patina · Reading

Order a Jacket

an online clothing store · sizes, the total and returns

new words · the website · ★ find the facts · ★★ read the screens · ★★★ do the math, write to the store

New words

Four new words. Click each one and listen.

1 subtotal

the price of the items, before shipping and tax

2 unworn

never worn: the clothes are like new

3 exchange

you give back an item and get a different one

4 final sale

a sale item you cannot return

Hartwell & Pine: the website

Wilhelmina needs a new jacket. She is shopping on the Hartwell & Pine website. Read the five screens.

Hartwell & Pine
Screen 1 of 5

PRODUCT


Trail Rain Jacket

Regular price ~~\$80.00~~

Sale price 25% off **\$60.00**

Colors

Tan Navy Black

Sizes

S M L XL

[See the size chart](#)

In stock

Shipping **\$7.95**

Free shipping on orders of \$75.00 or more

Add to cart

Hartwell & Pine
Screen 2 of 5

SIZE CHART

SIZE	CHEST	WAIST
S Small	33–36	27–30
M Medium	37–40	31–34
L Large	41–44	35–38
XL Extra large	45–48	39–42

All sizes in inches. Measure around the chest and the waist.

Hartwell & Pine
Screen 3 of 5

YOUR CART

Hi, Wilhelmina! Your cart has 2 items

	Trail Rain Jacket Tan, size L, quantity 1	\$60.00
	Wool Scarf Green, quantity 1	\$20.00
Subtotal		\$80.00
Shipping		Free
Tax		\$4.80
Total		\$84.80

Hartwell & Pine

Screen 4 of 5

ORDER CONFIRMED

Thank you, Wilhelmina!

Your order is confirmed

Order for	Wilhelmina
Order number	HP-30418
Items	2
Total	\$84.80
Pay with	saved card
Arrives	in 3 to 5 days

Hartwell & Pine

Screen 5 of 5

RETURNS

Returns and exchanges

Return items within 30 days

Return online orders in any store or by mail

Bring the receipt or the order number

Items must be unworn, with the tags on

Get a refund to your original card

Or exchange the item for another size

Final sale items: no returns, no exchanges

On the citizenship test: the economic system of the United States is capitalism, a free market economy.

★ Find the facts

Find the facts on the screens. Write the missing word.

- 1 On sale, the jacket costs _____.
- 2 Wilhelmina is ordering the jacket in _____.
- 3 Shipping is free on orders of _____ or more.
- 4 The total is _____.

★★ Read the screens

Read the screens again. Find the answer and write it.

- 1 Wilhelmina is ordering a large. Her chest is 38 inches. Which size does she need?

- 2 Obinna's chest is 47 inches. Which size does he need?

- 3 The jacket is too big. Can Wilhelmina exchange it for a medium?

- 4 Chiara is buying a final sale sweater. Can she return it?

- 5 Wilhelmina has no receipt. What can she bring?

★★★ Do the math

Read the product page and the cart. Do the math. Write the price.

- 1 The jacket usually costs \$80.00. On sale, it costs _____ less.
- 2 Obinna wants one jacket and nothing else. One jacket and shipping cost _____ before tax.
- 3 Chiara is buying two scarves. Two scarves and shipping cost _____ before tax.

★★★ Write to the store

Now you: write to the store about a return.

Hello! My order number is _____. The jacket is too _____. I need a _____.

Like this: Hello! My order number is HP-30418. The jacket is too big. I need a medium. 🗣️

Hi! I am returning a jacket, order HP-30418. It is too big. Can I exchange it for a medium? 🗣️

You are Wilhelmina. The jacket is too big. Write to Hartwell & Pine: the order number, the problem and the size you need. Put it in the chat.

Patina

Patina English · Fall Class 3 · Reading

Suggest a correction or improvement