Getting a refund - Activity

Customer: Hi, I bought this heater yesterday but it's not working.

Shop assistant: Did you buy it here?

Customer: Yes.

Shop assistant: Okay. Do you have a receipt?

Customer: Yes.

Shop assistant: You didn't damage the heater?

Customer: No. I didn't do anything to it.

Shop assistant: Ok. Do you want to replace it or get a refund?

Customer: I want a refund.

Shop assistant: That's fine.

Customer: Great! Thank you for your help.