



Korean Ladder Study Note

환불하고 싶어요 / 교환 가능해요

Returns, Exchanges, and Refunds

Level	Topic	Focus
B1 · Intermediate TOPIK 3	Conversation Shopping	환불하고 싶어요 / 교환 가능해요 Returns, Exchanges, and Refunds

Study Links

[Open this lesson on Korean Ladder](https://www.koreanladder.com/lesson.html?id=KOR-B1-CONV-SHP-001)

<https://www.koreanladder.com/lesson.html?id=KOR-B1-CONV-SHP-001>

[Watch the full video on YouTube](https://www.youtube.com/watch?v=qu9H6BiEQQM)

<https://www.youtube.com/watch?v=qu9H6BiEQQM>

[Visit Korean Ladder for all free lessons](https://www.koreanladder.com)

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Core Idea

먼저 듣기 미션이에요. A customer is returning a sweater. 세 가지를 들어 보세요.

첫째, 손님이 말하는 '문제'가 무엇인지. 둘째, 직원이 환불과 교환 중 무엇을 권하는지.

셋째, 두 사람의 말투 — 누가 더 정중한지 잘 들어 보세요.

Okay — the problem, refund-or-exchange, and politeness. Got it. Let's listen.

Conversation Snapshot

Speaker	Korean	Meaning
Junho	안녕하세요, 어제 여기서 이 니트를 샀는데요. —	Hi, I bought this knit here yesterday, and...
Hana	네, 손님. 무슨 문제 있으세요? —	Yes, sir. Is there a problem?



Speaker	Korean	Meaning
Junho	집에서 보니까 목 부분에 올이 풀렸더라고요. 환불 가능할까요? —	At home I noticed a thread came loose at the neck. Could I get a refund?
Hana	아, 그러셨어요? 영수증 가지고 오셨어요? —	Oh, is that so? Did you bring the receipt?
Junho	네, 여기 있어요. 그런데 카드로 결제했어요. —	Yes, here it is. But I paid by card.
Hana	그러면 환불보다는 교환이 더 빠른데, 혹시 교환은 어떠세요? —	Then an exchange is faster than a refund — how about an exchange?
Junho	음... 같은 걸로 교환되면 그게 더 좋죠. —	Hmm... if I can swap it for the same one, that's better.
Junho	안녕하세요, 어제 여기서 산 니트인데요, 잠깐 봐 주실 수 있을까요? —	Hi, this is a knit I bought here yesterday — could you take a quick look?

Vocabulary & Useful Expressions

Word	Meaning	Example
환불보다는 교환이 좋아요 hwanbul-bodaneun gyohwan-i joa-yo	An exchange is better than a refund.	이제 표현을 캐 볼게요. 첫 번째, '환불보다는 교환이 좋아요.' An exchange is better than a refund.
A보다는 B A-bodaneun B	B rather than A	여기서 'A보다는 B'는 'rather than A, B'라는 뜻이에요. 비교하면서 부드럽게 제안할 때 써요.
-는데요 -neundeyo	...so / ...and (soft, open ending)	두 번째, 연결 표현 '-는데요.' '샀는데요...'처럼 끝을 살짝 열어 두면 더 부드러워요. It softens the line and invites a reply.
목 부분에 올이 풀렸어요 mok bubun-e ol-i pullyeo-sseo-yo	A thread came loose at the neck.	Let me try the problem part. 목 부분에 올이 풀렸어요.
고장 나서 (이유) gojang naseo (iyu)	because it broke (reason)	완벽합니다. '고장 나서'로 이유를 아주 잘 붙였어요.



Grammar / Structure Notes

환불보다는 교환이 좋아요

환불 + 보다는 + 교환 + 이 + 좋아요 — An exchange is better than a refund.

이제 표현을 캐 볼게요. 첫 번째, '환불보다는 교환이 좋아요.' An exchange is better than a refund.

A보다는 B

A보다는 B — B rather than A

Soft comparison — good for gentle suggestions.

-는데요

-는데요 — ...so / ...and (soft, open ending)

Sets up the situation without demanding.

이 니트를 샀는데요...

이 니트를 샀는데요... — I bought this knit, so...

State the situation first, then the request.

아, 그러셨어요?

아, 그러셨어요? — Oh, is that so?

A warm, polite acknowledgment.

Pronunciation Loop

Phrase	How to practice
환불하고 싶어요	Listen once, repeat twice, then speak at natural speed.
교환 가능해요	Listen once, repeat twice, then speak at natural speed.

Self-Check

- 1 Say 환불하고 싶어요 / 교환 가능해요 three times: slow, natural, then inside a short sentence.
- 2 Write one original sentence that was not in the video.
- 3 Rewatch the YouTube lesson and pause when the same pattern appears.

Related / Subsequent Studies



Lesson	Why study it next	Link
이거 주세요 Asking for This One	A1 Conversation: compare 이거 주세요 with this lesson so the boundary becomes clearer.	Open lesson https://www.koreanladder.com/lesson.html?id=KOR-A1-CONV-SHP-001
좀 깎아 주세요 / 더 주세요 Bargaining and Asking for Extra at a Market	A2 Conversation: compare 좀 깎아 주세요 / 더 주세요 with this lesson so the boundary becomes clearer.	Open lesson https://www.koreanladder.com/lesson.html?id=KOR-A2-CONV-SHP-001
제 생각에는 조금 다른 것 같아요 Giving a Cautious Opinion	B1 Conversation: compare 제 생각에는 조금 다른 것 같아요 with this lesson so the boundary becomes clearer.	Open lesson https://www.koreanladder.com/lesson.html?id=KOR-B1-CONV-SML-001
혹시 회의 시간을 바꿀 수 있을까요 Negotiating a Schedule	B1 Conversation: compare 혹시 회의 시간을 바꿀 수 있을까요 with this lesson so the boundary becomes clearer.	Open lesson https://www.koreanladder.com/lesson.html?id=KOR-B1-CONV-APT-001

My Notes

Free Korean lessons, one rung at a time. This PDF, the website, and the video lessons are free for personal study.