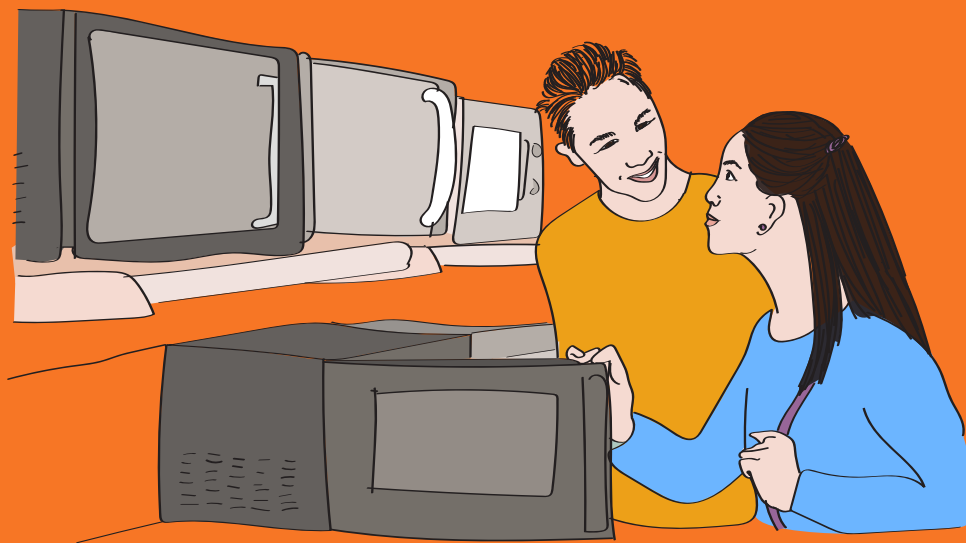




4

# Chen and Lin Buy a Microwave



Written and Illustrated by Lauren Piovesan



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**ESLREADS.COM**

Chen and Lin Buy a Microwave Level 4

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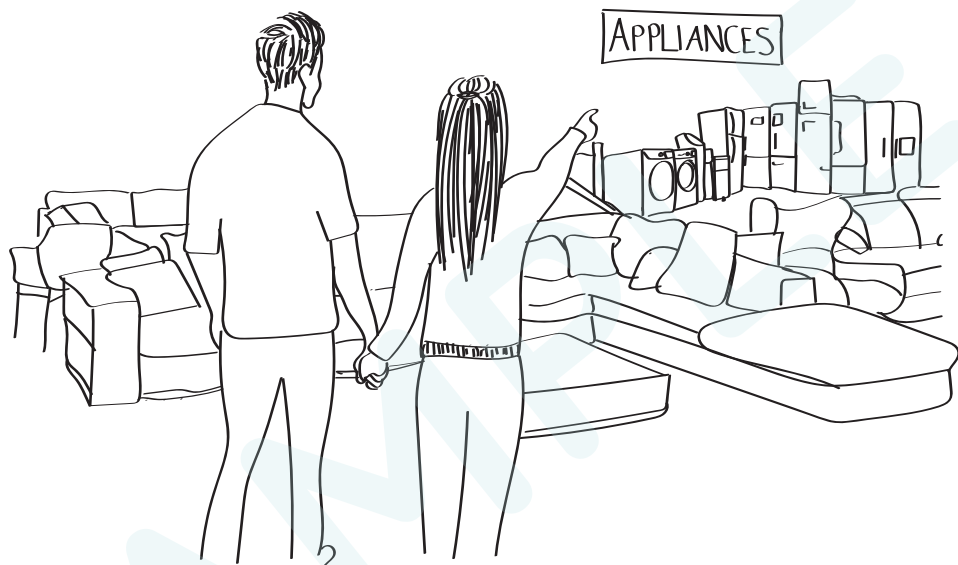
Editor: Analia Solis

This story has been checked by members of the Chinese community for cultural appropriateness.

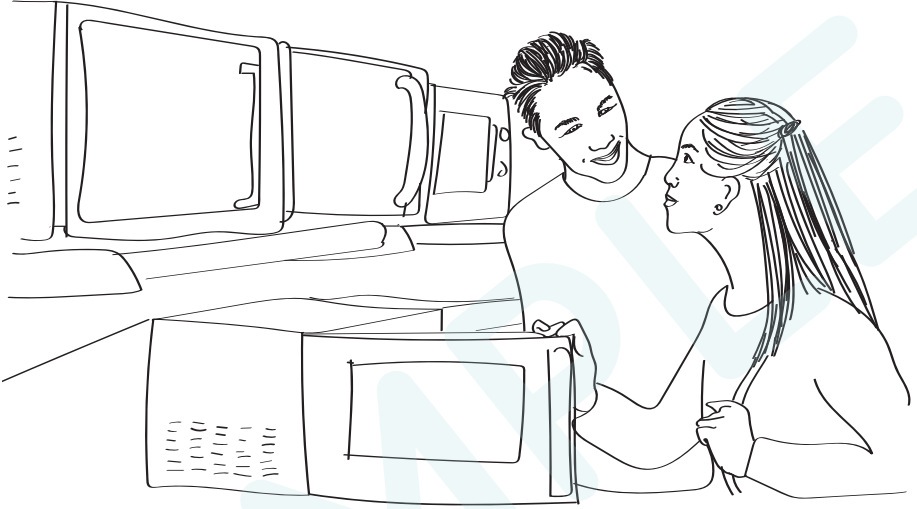
Thank you to the above and to the many people who have inspired and supported these stories; in particular to the wonderful students and school staff that I have had the privilege of working with.

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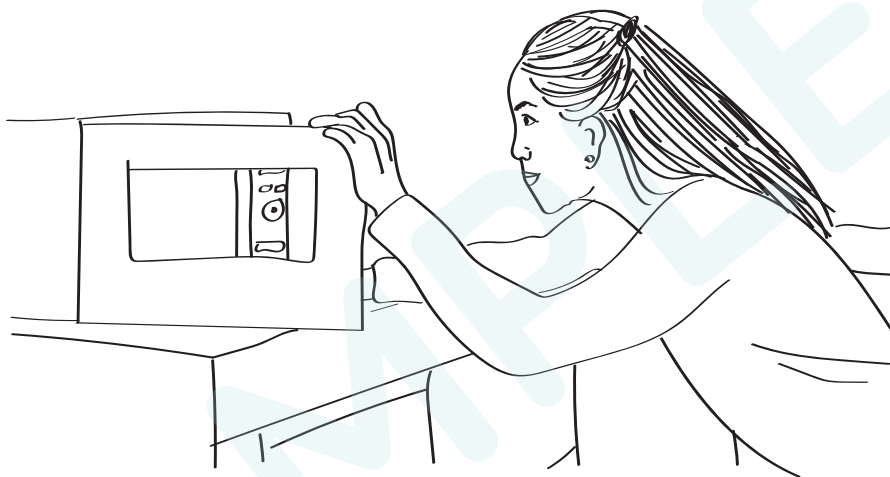


Chen and his girlfriend Lin had just moved into a new house together. They needed to buy a microwave as Lin's old one had broken a month ago. So, Chen and Lin went to the home appliances store nearby to have a look. What luck! They were having a grand sale.

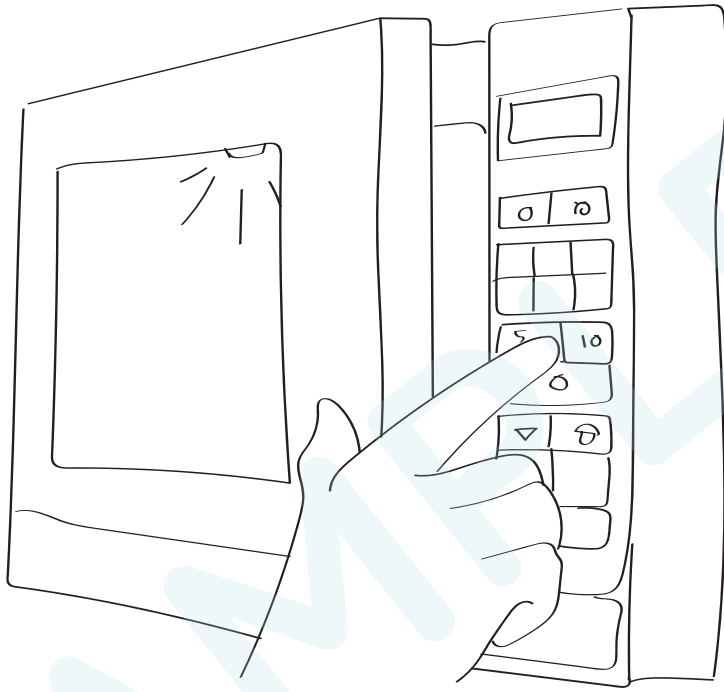


At the home appliances store, there were endless shelves with different microwaves. It was overwhelming!

“How do we know which one is good?” thought Lin. They looked around for a sales assistant, but everyone was busy. In the end, Chen and Lin looked carefully and found one that was in their budget.

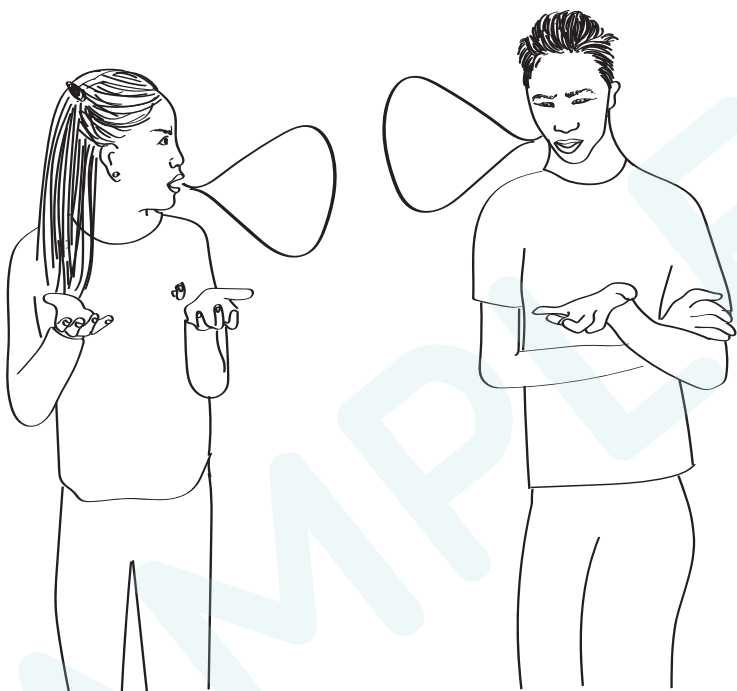


After they had bought the microwave, they took it home to try it out. They carefully lifted their new microwave out of the box, took off the bubble wrap and unravelled the long, white chord. Lin plugged it into the socket. She watched as the microwave made a beeping sound and the lights came alive.



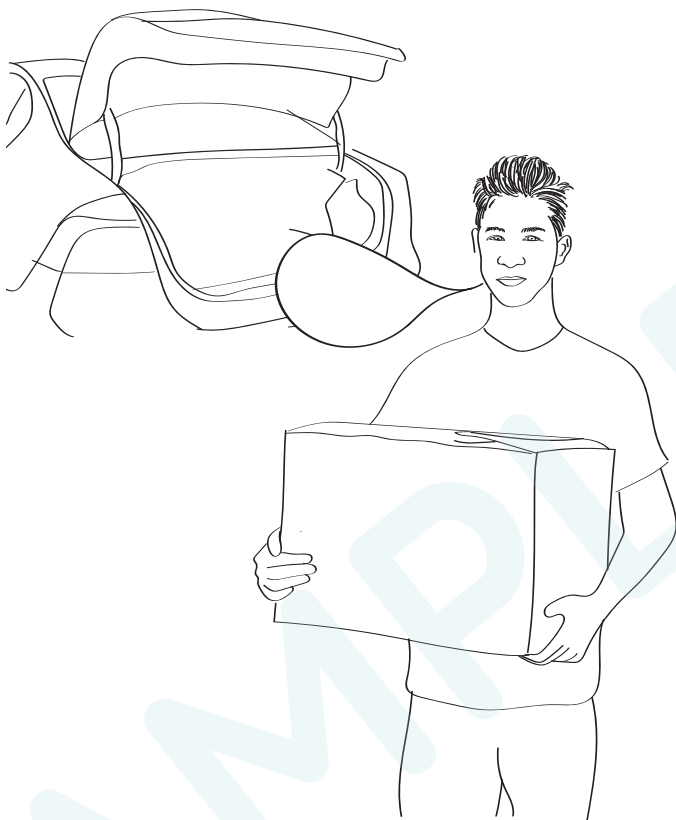
Chen and Lin decided to warm up last night's dinner. They placed a bowl of rice inside the microwave and pressed the button to start it, but the microwave didn't start at all! Lin double checked the power point to make sure it was working, while Chen tried pressing the button again, this time a bit harder. Oh no! The microwave still wouldn't start!





In frustration, Chen pressed all the buttons, but still nothing worked. Finally, he gave up, stood back and exclaimed, “This microwave doesn’t work!”

“Yeah, it’s faulty!” Lin nodded in agreement. They both felt disappointed.



Chen decided there was only one thing to do; return it.

He put the microwave gently back in the box and wrapped it in the bubble wrap so that it looked brand new again.

He rummaged through the box for the receipt, snatched up his wallet and keys, and hopped back into the car.



When Chen arrived at the home appliances store, there was a huge queue.

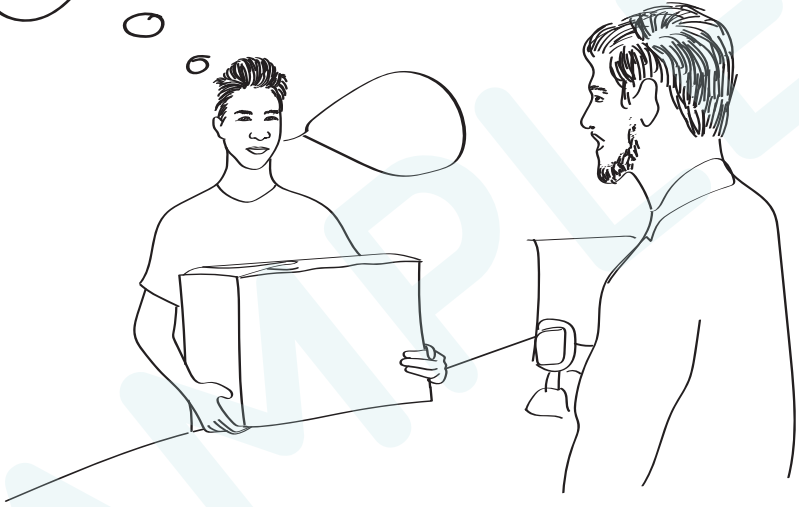
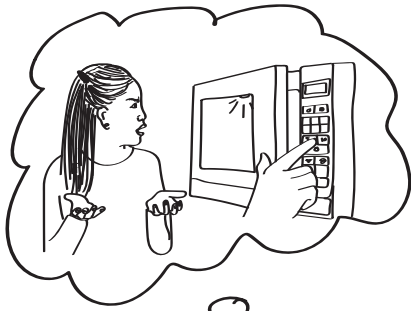
“Oh great!” Chen thought rolling his eyes. He hated crowds! The big sale had brought everyone in and there were people everywhere! Chen waited in line, tapping his foot impatiently and looking at his phone.



“Next please,” called the young cashier cheerfully.

“Huh?” thought Chen in a daze. He looked up from his phone to see that the cashier had raised his hand.

“Finally!” he thought to himself as he hurried up to the desk with his microwave and receipt.



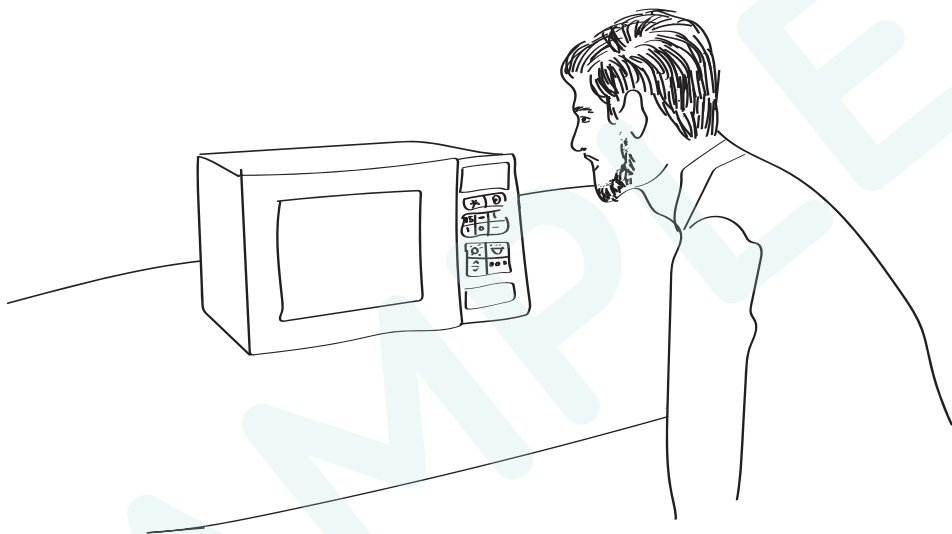
"How can I help you?" asked the cashier in a friendly voice.

"Hi, I bought this microwave today. I took it out of the box carefully and plugged it in but it doesn't work. It just doesn't start!" explained Chen.

"Okay, can you tell me what happened when you turned it on?" asked the cashier with a frown.



“Well, I pressed the button to start the microwave, but it didn’t turn on. I checked that the power point was plugged in properly and everything was fine there. The light inside the microwave switched on but none of the buttons would work. It was strange!” Chen explained.



The cashier carefully lifted the microwave out of the box. He inspected every part of it; turning it slowly, looking at the corners and all the surfaces. He was checking for even the slightest bit of damage. Luckily, Chen had been very careful with it. It was as good as new.



Once the cashier was satisfied with his inspection, he faced Chen once more.

“Okay no problem. Do you have the receipt?” he asked him. Chen quickly handed the receipt to the cashier. He checked the receipt for the microwave purchase and nodded.

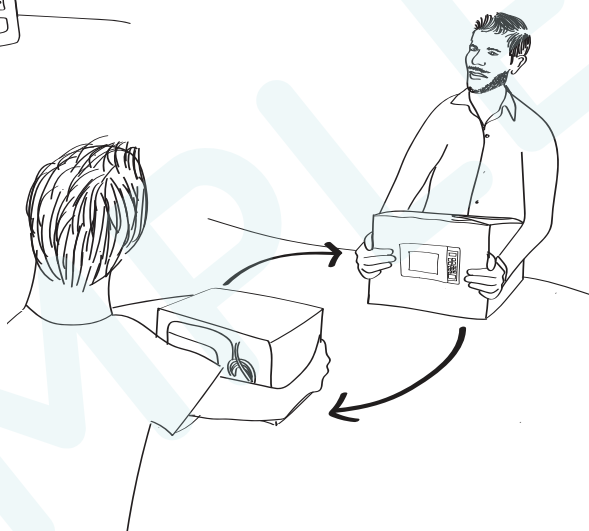
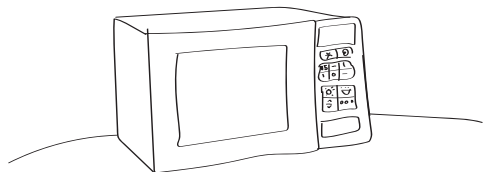
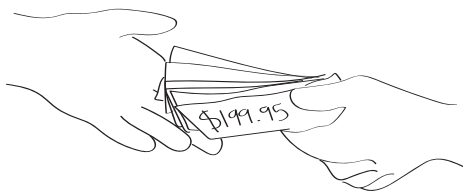
“Would you like a refund or an exchange?” he asked.





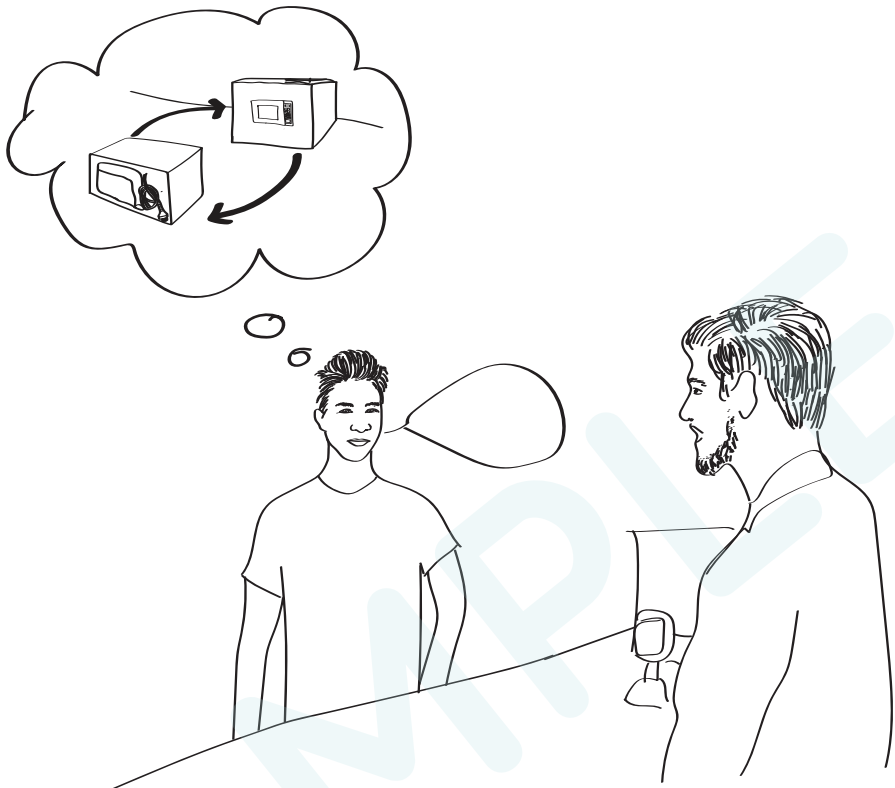
Chen was confused as he had never heard these words before.

“Refund? Exchange? What is the difference?” he thought. Chen decided that he better check with the cashier, otherwise he might choose the wrong one.



“A refund means we give you back the full amount of money that you spent on the microwave. An exchange means you can buy something else at this store for the same amount of money,” explained the cashier calmly.

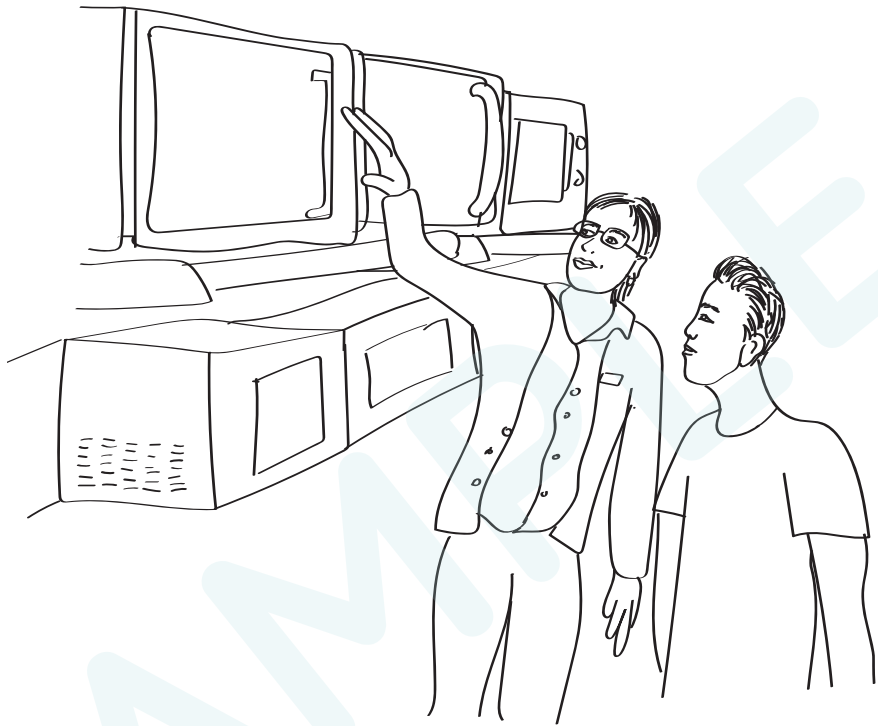
“According to our store policy, if you buy a faulty product, you can choose between a refund or an exchange,” he added.



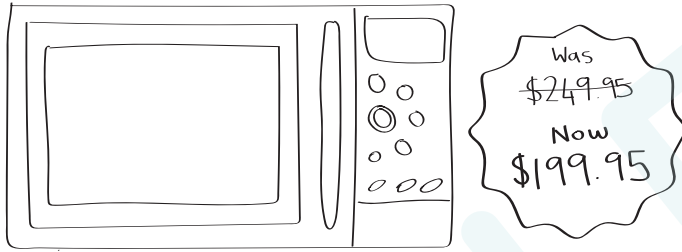
Chen thought about it. On the one hand, he didn't want to buy from this store because they had sold him a faulty microwave. On the other hand, he was tired of the whole thing and just wanted to sort it out today. After a short pause, Chen responded, "I need a new microwave so let's go with an exchange please."



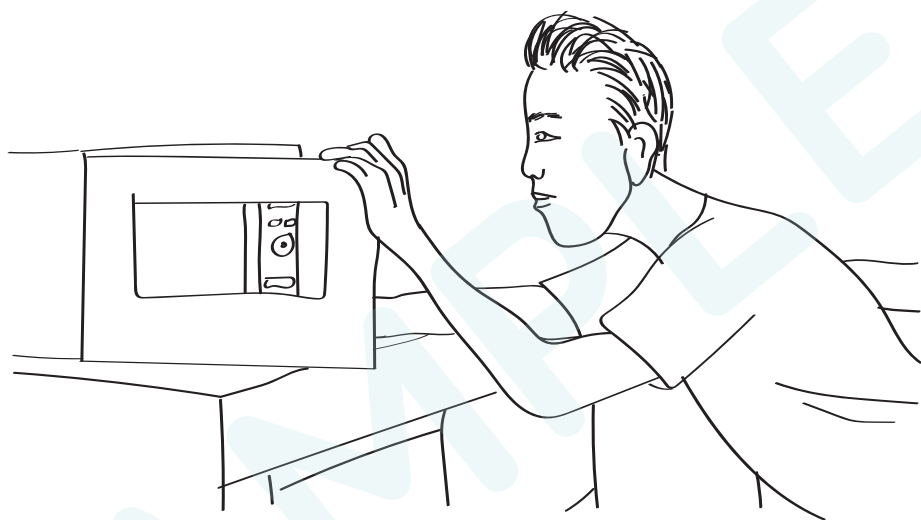
“Not a problem at all,” said the cashier as he typed into his computer and made notes on the receipt. As quick as a flash, Chen had been given a store credit card. He was told that this card could be used to buy anything in the store that was worth \$199.95, and was sent off to find a new microwave.



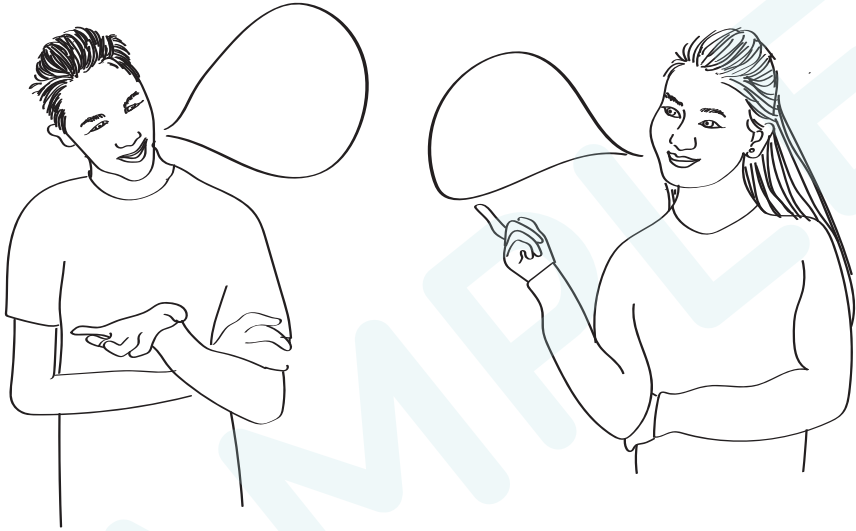
As he headed back to the microwave section, he searched the store for a friendly sales assistant that could help him. “This time, I’m going to make sure I get a good quality one!” he thought. He spotted a woman in the fridges area helping another customer. He waited until she was finished, then went to ask her for help.



“Excuse me, could you please help me find a new microwave for \$199.95? The last one I bought was faulty, so I am looking for a well-known, quality brand,” he said. The sales assistant listed the pros and cons of each microwave in a helpful manner. She recommended one that was popular, and even better, was on sale from \$249.95 down to \$199.95.



It sounded great! “Maybe too good to be true,” thought Chen, but he bought it anyway. Chen rushed home to test the new microwave. Before turning it on, he crossed his fingers. “Please, please, please! This one has to work!” he pleaded. To his surprise, the new microwave worked perfectly. There were no problems whatsoever.



Chen let out a sigh of relief. He was glad that this new microwave worked but he felt worn out. All the back and forth from the store was certainly very tiring!

“Maybe it’s best to ask for help when we want to buy an expensive item!” he said to Lin. Lin nodded in agreement.

“Lesson learnt!” she said.







### Ana Sees the Doctor



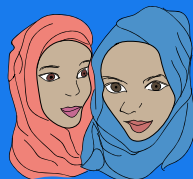
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### Jok Feels Stressed



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### Zahra Has an Appointment



Written by Lauren Poveasi  
Illustrations by Ahmed El-Qasbi

### Milad Goes to the Library



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### Taw Meh Can Speak



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### Layla Wants a Job



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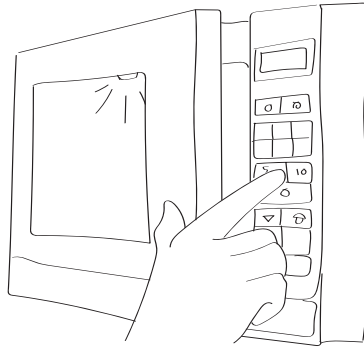




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# Chen and Lin Buy a Microwave

Chen and Lin head off to the home appliances store to buy a new microwave. When they go home to try it out, there is a big problem! What are they going to do? Will they be able to figure it out?



Pre-Level 1

Level 1

Level 2

Level 3

Level 4