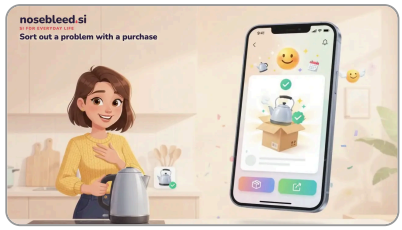
Sort out a problem with a purchase



Use AI to write a calm, clear complaint, and check your rights with a trusted source.

By the end, you'll be able to:

- put the facts of a problem in order
- use AI to write a polite, firm message
- check AI's claims about your rights

Warm-up Have you ever had to take something back?

Talk about it with your group. How did it go? What made it easier or harder?

1 Get the facts straight

Read Raj's made-up problem, then fill in the facts.

RAJ'S PROBLEM
Raj bought a kettle online from HomeWorks for £34.99. It arrived on 3 May. On 20 May it stopped heating. He still has the box and the order email. He'd like a refund.

	Facts
What was bought, and the price?	
When did it arrive?	
What went wrong, and when?	
What does Raj want?	

2 Ask AI to write the message

If you have a device, try this prompt with Raj's facts. Leave out his name, address and order number: add them yourself at the end.

TRY THIS PROMPT

Please help me write a short, polite but firm message to an online shop. My kettle stopped working 17 days after it arrived, and I'd like a refund. Keep it under 120 words. Please don't make up any facts.

3 Check the message

Here's part of a message an AI wrote. It has **two problems**. Find them.

EXAMPLE AI MESSAGE

I bought a kettle on 3 May, which stopped working on 20 May. I have called your helpline three times with no answer. If I don't receive a full refund within 24 hours, I will take you to court.

4 Check your rights

AI can get your rights wrong. Where could Raj check them? Write two ideas.

5 If they say no

Tick the sensible next steps.

☐ Ask to speak to a manager, or write to the complaints team

☐ Post an angry review straight away

☐ Get advice from a consumer advice service

☐ If he paid by card, ask his card company about getting the money back

> **No device?** In pairs, one of you is the shop and one is Raj. Raj explains the problem calmly and says what he'd like.

Find out more: read the free step-by-step guide, with a 10-second video, at **nosebleed.si/ideas/sort-out-a-problem-with-a-purchase**

Teacher notes: Sort out a problem with a purchase

Time: 45 to 60 minutes

Level: beginners; no AI experience needed

Group: any size; works well in pairs

You'll need: a copy per learner; phones or tablets with an AI chat app (optional)

Before the session

Try the prompt with Raj's facts. HomeWorks is made up. Consumer rights vary between countries; the notes below are for the UK.

Running order

5 min	**Warm-up.** Taking things back.
10 min	**Part 1.** Get the facts in order.
20 min	**Parts 2 and 3.** Try the prompt, then check the AI's message.
10 min	**Parts 4 and 5.** Rights, and next steps.
5 min	**Wrap-up.** Calm, clear and checked.

Answers: Part 1

A kettle, £34.99; arrived 3 May; stopped heating on 20 May; he wants a refund.

Answers: Part 3

1. Raj never called the helpline: AI made it up.
2. The court threat in 24 hours is aggressive and wasn't asked for. Firm and polite works better.

Your rights (UK)

Under the Consumer Rights Act 2015, goods must be of satisfactory quality. If they're faulty, you can usually reject them for a full refund within 30 days of getting them. Raj is within 30 days.

Answers: Parts 4 and 5

Check: Citizens Advice; the shop's returns page.
Sensible: the manager or complaints team; consumer advice; the card company. An angry review straight away is not the best first step.

© FirstM Ltd 2026