

THE REFUND

By Jeff Dunne

© 2021 by Jeffrey A. Dunne
jeff@bearcreations.org

CHARACTERS

- MOLLY Molly Bruton, a condescending woman working at Transition Stage Company
- JEFF Me. Jeff Dunne. The guy to whom this actually happened.

SETTING

A Zoom call.

SCENE 1

(It is a Zoom call between Jeff and Molly.)

MOLLY

Hello, I'm Molly Bruton. Thank you contacting Transition Stage Company. How can I help you?

JEFF

Uh, yeah. Hi. I'm calling about an email that I received from you folks where you said that you were disqualifying my script submission because it was too long.

MOLLY

I see. Well, it is the responsibility of the playwright to ensure that they conform to the submission guidelines...

JEFF

I did.

MOLLY

...And if you didn't read all of the competition requirements...

JEFF

I did.

MOLLY

...then you can't expect—

JEFF

I did! I read the requirements. It said you wanted something that was fifteen minutes in duration, and my script—

MOLLY

Name.

JEFF

My name or the title of—

MOLLY

Name!

JEFF

Jeff. Jeff Dunne.

MOLLY

Not your name. The name of the script.

JEFF

One's Cup of Tea.

THE REFUND by Jeff Dunne

MOLLY

(Looking at something on her computer...)

Ah. I see. You're mistaken. That was entered into our 'Enter Stage Write' competition, and it clearly states that the plays are to be ten min—

JEFF

I actually submitted it to the Enter Stage Write *Global* Competit—

MOLLY

Excuse me. If you would listen instead of interrupting, you would probably not make so many mistakes. As I was saying, the competition guidelines very clearly state that the plays are to be no longer than ten minutes in length.

JEFF

I submitted it to the Enter Stage Write *Global* competition.

MOLLY

No you didn't. It is the responsibility of the playwright to make sure they know what competition they are submitting to, Jeffrey.

JEFF

I assure you, I submitted it to Global.

MOLLY

Our Global competition is not accepting plays yet. It says this clearly on our website. Many playwrights find it helpful to do their homework before submitting plays—

JEFF

I did review your website, Molly. And on the submissions page, it has a section for Enter Stage Write and a different one for Enter Stage Write Global. Under that one, there is a 'submit now' button, and that's what I clicked.

MOLLY

Well, you shouldn't have. That competition isn't open yet.

JEFF

Then why is there a 'submit now' button for it?

MOLLY

For when it does open.

JEFF

When I clicked on it, it went to a page that listed a set of options for making payment. There it has a dedicated button for purchasing a submission fee for the Global contest alongside buttons for the non-Global Stage Write and a bunch of other stuff. If you aren't accepting submissions, why accept the money?

MOLLY

As I said, it is the responsibility of the playwright to know what they are submitting to.

JEFF

I *knew* what I was submitting to. My question was why you accept money for something that you say isn't open. How was I to know it wasn't open?

MOLLY

It clearly says so on our website.

JEFF

Where?

MOLLY

Go to the website, and then under 'Past Productions', click 'History'.

JEFF

Okayyyy....

MOLLY

Did you do that?

JEFF

Yeah, but it just shows a list—

MOLLY

Now go up to the URL. You see the question mark followed by 'page equals 4137'?

JEFF

Yeah...

MOLLY

Change 4137 to 8637.

JEFF

Sorry?

MOLLY

Just do it.

JEFF

Okay....

MOLLY

What does it say on the page?

JEFF

It does indeed say that Transition Stage Company is not yet accepting submissions for Stage Write Global. But this isn't the page I went to. And it's not the one your advertisements are linked to.

MOLLY

As I explained to you already, it is the responsibility of the playwright to make sure they have done their homework.

JEFF

You're not serious, are you?

MOLLY

I tell you what. Even though you're wrong, I'm going to do you a favor this one time and refund your money. I see we have your PayPal information on file. You can expect a refund shortly. And if you have any questions, please don't hesitate to contact us.

(Molly disconnects. Then so does Jeff.)

SCENE 2

(It is another Zoom call between Jeff and Molly.)

MOLLY

Hello, I'm Molly Bruton. Thank you contacting Transition Stage Company. How can I help you?

JEFF

Hello. This is Jeff Dunne again. I spoke to you about a month ago. You said you were going to send me a refund, but I never received it. I've been trying to contact you over the past few weeks, but the calls keep getting disconnected.

MOLLY

I see. Okay. Fine. Hold on a moment and let me look.

(She checks her computer. Then with a big sigh.)

Here. Let me send it. *(She clicks a button.)* There. You should have your money now.

(Jeff checks his computer.)

JEFF

Well, I do see that you've sent the money, but you sent it as a purchase of goods, so PayPal is taking out a fee, but even worse they're saying—

MOLLY

That is how PayPal works. They take a fee. If you are new to PayPal, perhaps you should read their documentation.

JEFF

As I was about to say, you sent it like you were purchasing goods, so it's not only taking out a fee, but it's saying I need to convert to a corporate account to receive the money. Can you just send it to me as an individual?

MOLLY

I'm sorry. Since this is a payment, we have to process it this way.

JEFF

But it isn't a payment. It's a refund. You are the ones who are providing a service. Well, supposed to be. I'm not providing a service here. I just want my money back.

MOLLY

And we are sending it to you. If you don't want the money now, then why do you keep calling us?

JEFF

I do want the money. I just don't want to convert my PayPal account to be a business, and I don't want to pay a fee.

MOLLY

You need to understand that because PayPal is changing from British Pounds to U.S. dollars, the amount might be different. We have no control over that. There are a lot of factors involved that you need to take into account. If you aren't familiar with how PayPal works—

JEFF

I am taking them into account. I didn't say anything about how I'm losing more money from the changes in exchange rate. Which I am, but I'm only talking about the fees, and that you are not purchasing any products or services from me.

(Molly just stares at him.)

Hello? Are you there?

MOLLY

Honestly Jeff, I don't think I want to talk to you anymore.

(Molly disconnects. Jeff just stares, blinking a few times in confusion, and then lights out.)