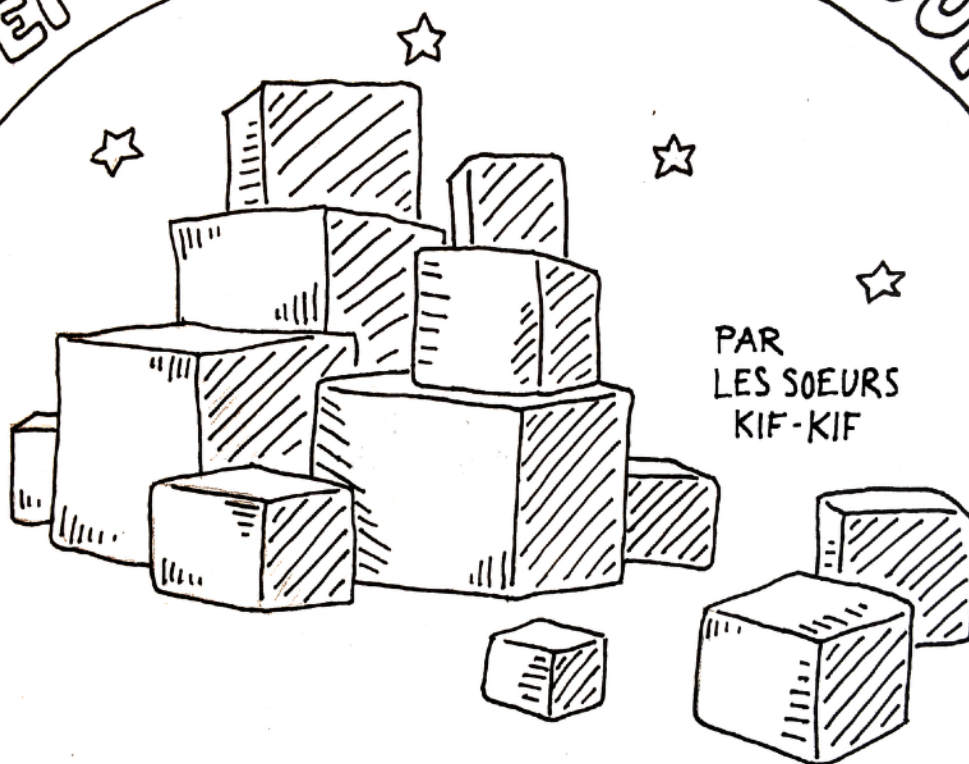


DÉPARTEMENT DES RETOURS

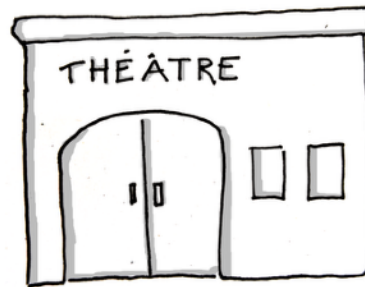


A MINI-BOOK THAT SHOWS YOU
WHAT WE SAY IN THE SHOW

FOR PEOPLE WHO ARE DEAF, HARD OF HEARING,
WHO DON'T UNDERSTAND ENGLISH OR
WHOEVER FINDS IT HELPFUL

BY THE KIF-KIF SISTERS

WELCOME TO
THE
THEATRE!

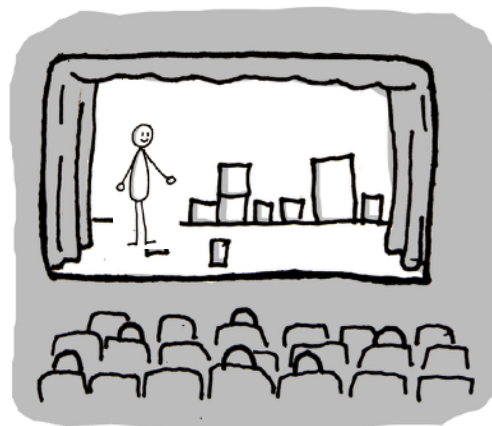


THE DOORS WILL OPEN IN A
FEW MINUTES!



BEFORE THE SHOW STARTS
SOMEONE FROM THE THEATRE USUALLY DOES A LITTLE
SPEECH

WE ACKNOWLEDGE THE
LAND WE ARE ON.
PLEASE LOCATE THE
EMERGENCY EXITS,
TURN OFF YOUR PHONES
AND REMAIN SILENT.
ENJOY THE SHOW!



WELCOME!

MY NAME IS FRANCOISE



MY NAME IS JOSETTE



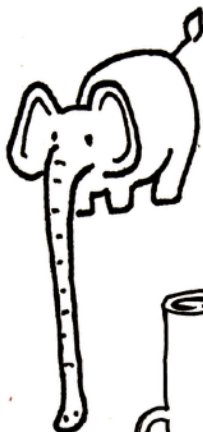
WE ARE TWIN SISTERS

EVERYDAY PEOPLE BUY THINGS

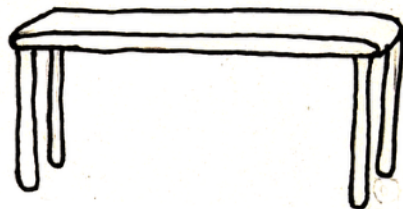




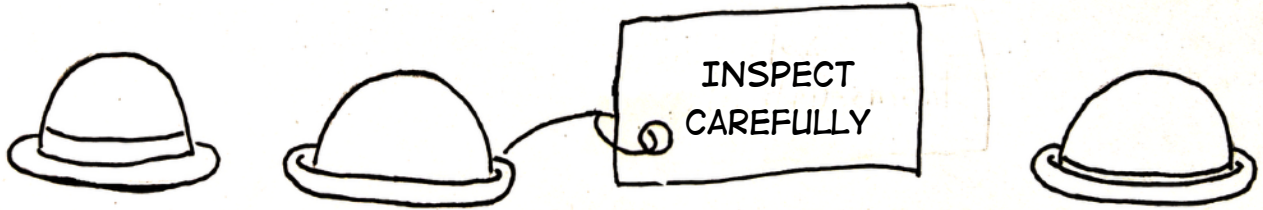
SOMETIMES THEY ARE NOT HAPPY WITH WHAT THEY HAVE BOUGHT



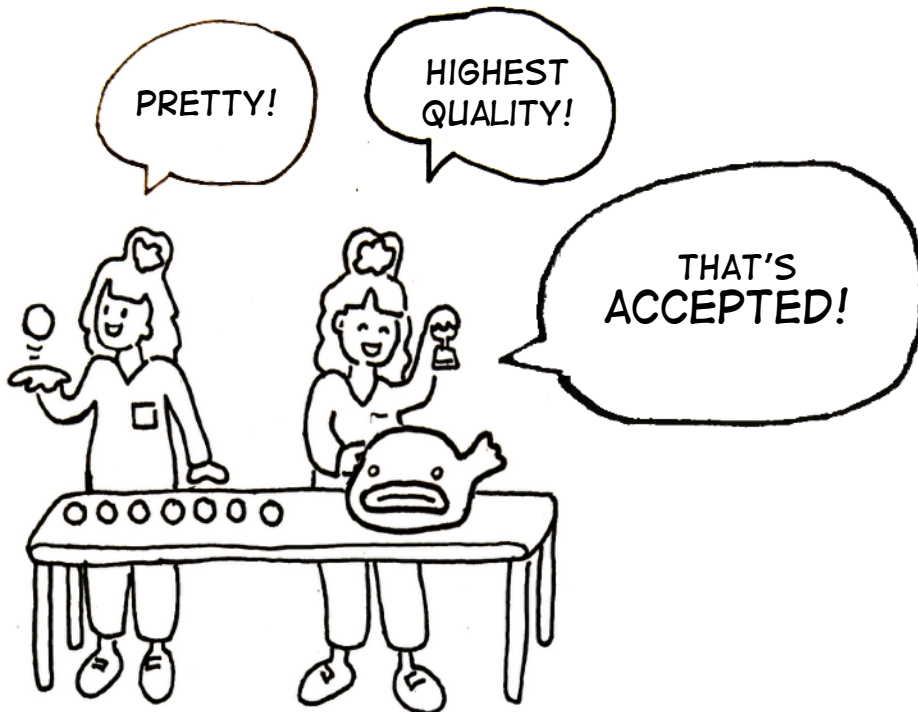
SO THEY SEND THEM BACK HERE TO THE RETURNS DEPARTMENT



OUR JOB IS TO INSPECT ALL THESE OBJECTS



WE DECIDE IF THEY ARE GOOD ENOUGH!



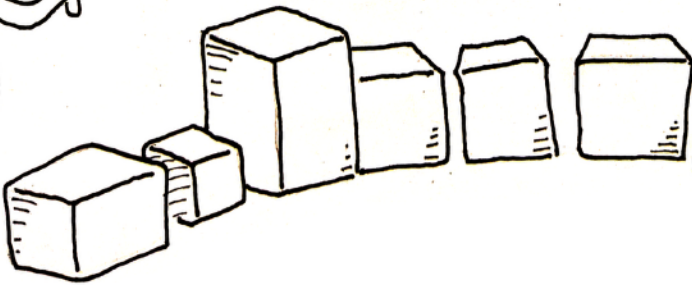
RULE N°1!



ORDER



APPROVED ITEMS
GO LEFT



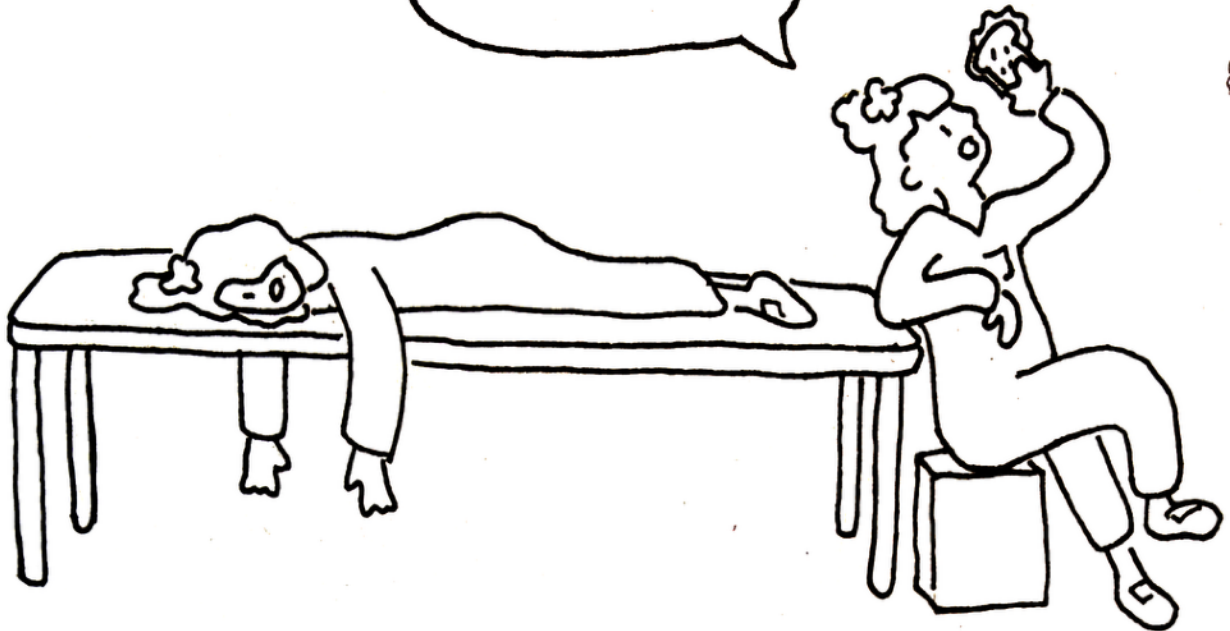
REFUSED ITEMS
GO RIGHT

RULE N°2!

TAKE BREAKS OFTEN!

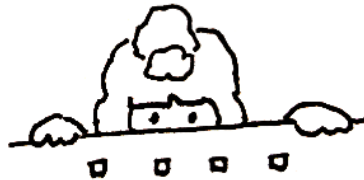


YOU'RE TOO
STRESSED!
RELAX!
SURRENDER!



RULE N°3!

TOUCH FOOD AS LITTLE
AS POSSIBLE!

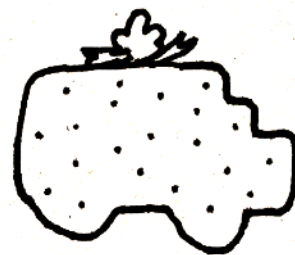
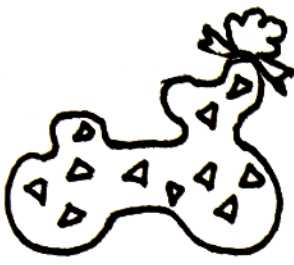


CHOCOLATE!

I HAVE AN IDEA!
IF WE JUGGLE WITH
FOOD, WE WON'T TOUCH
THEM AS LONG!

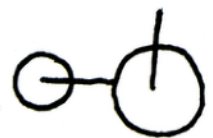


WE ALSO DO GIFT WRAPPING
CAN YOU GUESS THEIR CONTENT?



ANSWER: (A BICYCLE, A HAMMER, A TRUCK AND A TEDDY BEAR)

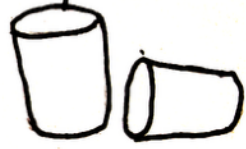
SOMETIMES WHEN AN OBJECT IS TOO
EXPENSIVE, WE MAKE SOME LITTLE
BUDGET CUTS



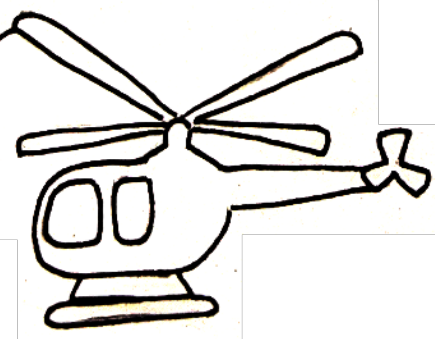
I LOVE RECEIVING COMPLAINTS!



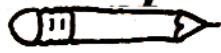
I THOUGHT THE JUICE WAS INCLUDED!



DANGEROUS TOY!



THE PENCIL MAKES MISTAKES



TODAY WE RECEIVED A COMPLAINT FOR HOT CHOCOLATE

THE INSTRUCTIONS ARE TOO COMPLICATED



- INSTRUCTIONS
1. A SPOONFUL OF CHOCOLATE
 2. ADD WATER
 3. STIR

LET'S MAKE AN
INSTRUCTIONAL
VIDEO!

FAMILY
SIZE!

IT STIRS
BETTER
WITH MORE
SPOONS



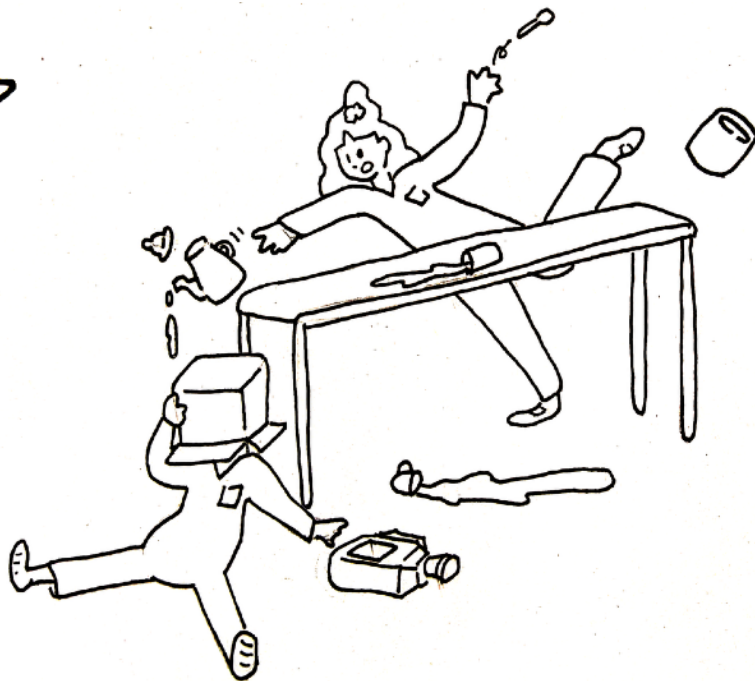
STOP
FILMING,
IT'S BAD!

IT'S
GREAT!

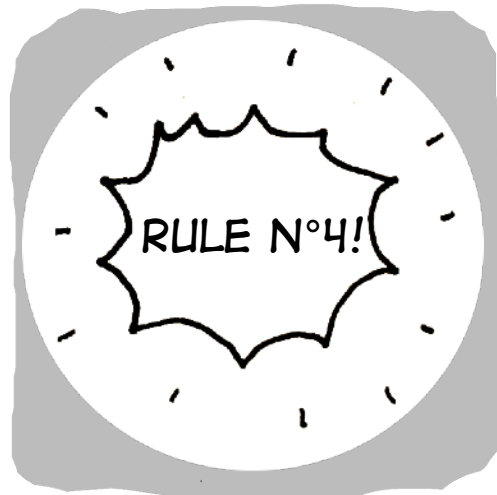
NOT EASY TO DO ON A CONVEYOR!

STOP
FILMING!!

IT'S SO
GOOD!



THE MOST IMPORTANT THING IS



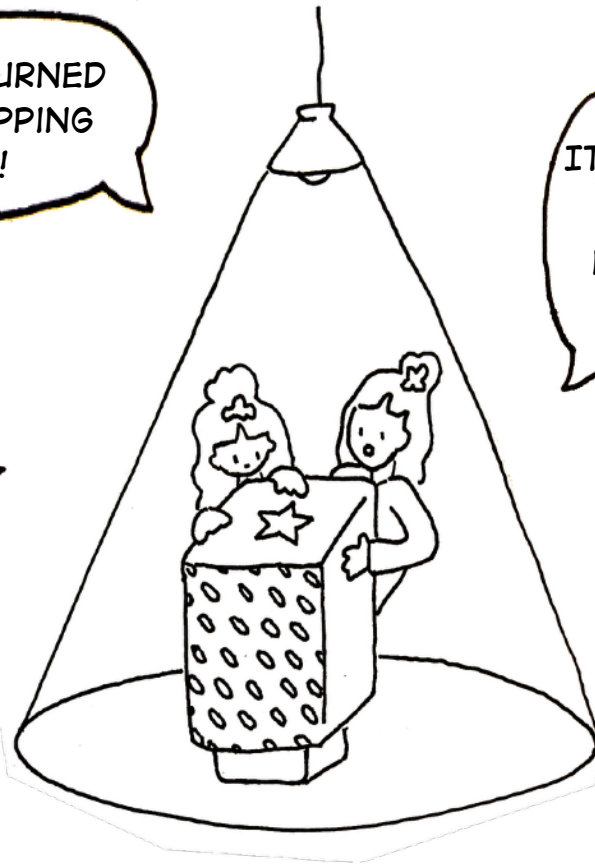
HAVE TEAM SPIRIT, AND FORGIVE MISTAKES



THIS WAS RETURNED
DUE TO A SHIPPING
MISTAKE!

IT IS FORBIDDEN
TO OPEN THE
BOXES
DELIVERED BY
MISTAKE!

IT BELONGS
TO A
MAGICIAN!



NO!!!



I OPEN IT JUST
A LITTLE BIT!

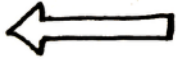
QUICK!
LET'S TIDY UP!



RULE
N°5!

PUT EVERYTHING AWAY
AT THE END OF THE DAY

ACCEPTED ITEMS



THERE WE HAVE
IT
ORDER!

REJECTED ITEMS

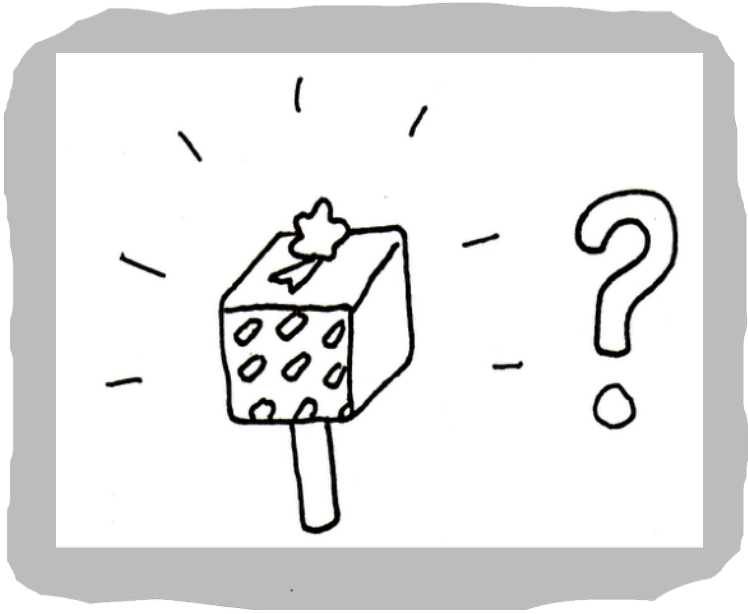


I READ THE
LAST
COMPLAINTS

THE BREAD WAS
UPSIDE DOWN IN
THE BAG!

THE PUZZLE WAS
IN A THOUSAND
PIECES!

I BOUGHT YOUR
UNBREAKABLE TOY
MY DAUGHTER USED IT TO
BREAK ALL OF HER OTHER
TOYS.



OH
WAIT! THERE IS
ONE BOX LEFT.
IT'S A GIFT FOR
US!



WHAT IS IT???



A SHOWER OF
COMPLAINTS!

COMMENTS?
COMPLAINTS?
INFO@KIF-KIF.CA

DRAWINGS AND TEXTS
BY FRANCOISE LEPINE