

Student's name: \_\_\_\_\_

### Part 7 Reading Comprehension

Questions 19–23 refer to the following letter.

October 10, 20—

Customer Service Department  
Flexco Women's Clothing  
234502 Anthony Place  
Woodston, NY 12229

Dear Customer Service,

I am writing to express my extreme dissatisfaction with a recent purchase of a Flexco garment. Last week I went to our local department store to buy a gift for my wife. I chose a very handsome Flexco raincoat and gave it to my wife on her birthday last Saturday. She was pleased with the gift and wore it yesterday because we had a big rainstorm. We were both surprised to find out that the raincoat is not water repellant at all. My wife returned from her walk very, very wet. In addition, the fabric of the coat became wrinkled in the rain. I bought the Flexco raincoat for my wife because Flexco is one of her favorite brands. She already owns several Flexco dresses, skirts, and blouses. We never expected to be disappointed by a Flexco product.

I took the raincoat back to the store this morning. The manager there said that he did not see any defects in the coat, but he offered me a different coat in exchange. Since I understand that Flexco guarantees a complete refund on all its products, I did not accept the manager's offer. I hope that Flexco will stand by its guarantee. I am returning the raincoat with this letter, together with the receipt from the department store, and hope to receive a complete refund before the end of the month. Thank you for your attention to this matter.

Sincerely,

Thomas Jamison

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| 19. Why did Mr. Jamison write this letter?<br>(A) He wants to order more garments from Flexco.<br>(B) He is unhappy with his purchase.<br>(C) He is looking for a present for his wife.<br>(D) He wants to express his appreciation of Flexco products. | 22. The word <i>wrinkled</i> in line 5 of the first paragraph is closest in meaning to<br>(A) creased<br>(B) wet<br>(C) destroyed<br>(D) dirty |
| 20. What Flexco product did Mr. Jamison buy?<br>(A) A dress.<br>(B) A skirt.<br>(C) A blouse.<br>(D) A raincoat.  | 23. The word <i>brands</i> in line 6 of the first paragraph is closest in meaning to<br>(A) gifts<br>(B) names<br>(C) stores<br>(D) styles     |
| 21. What happened when Mr. Jamison returned to the store?<br>(A) He bought more garments.<br>(B) He was offered a refund.<br>(C) He was offered a new coat.<br>(D) He noticed some defective clothes.   |  |