

WORDS IN CONTEXT

Read the following passage and write the words in the blanks below.

characteristics	coverage	implies	reputations
consequences	expire	promise	required
consider	frequently	protect	vary

Warranties are a seller's (1) _____ to stand behind its products. Most major purchases like computers or cars come with a warranty, as do smaller purchases, like stereos or other electronic housewares. Warranties are not (2) _____ by law, but are (3) _____ found on most products. If you are making a purchase, you should (4) _____ the individual (5) _____ of a warranty, as each can (6) _____ in the amount of (7) _____ it provides. At the minimum, warranties are required to promise that the product will do what it (8) _____ that it will do; for example, that a blender will blend or a hair dryer will dry hair. Most warranties are good for a fixed time, then they (9) _____. You can (10) _____ yourself by buying products from companies with good (11) _____ and taking good care of your new purchase. There are (12) _____ to not taking care of a product, as most warranties require that you use the product in a certain manner.

WORD PRACTICE

LISTENING COMPREHENSION

Part 1 Photo

Look at the picture and listen to the sentences.
Choose the sentence that best describes the picture.



1. (A) (B) (C) (D)

Part 2 Question-Response

Listen to the question and the three responses. Choose the response that best answers the question.

2. (A) (B) (C) 3. (A) (B) (C)

Part 3 Conversation

Listen to the dialogue. Then read each question and choose the best response.

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|---|--|
| <p>4. How long is the basic warranty effective?</p> <p>(A) Thirty days.</p> <p>(B) Sixty days.</p> <p>(C) One year.</p> <p>(D) Two years.</p> | <p>6. What does the woman decide to do?</p> <p>(A) Take her car to an approved mechanic.</p> <p>(B) Buy the extended warranty.</p> <p>(C) Refuse the basic warranty.</p> <p>(D) Buy a different car.</p> |
| <p>5. What will happen if the woman uses an unapproved mechanic?</p> <p>(A) There are no consequences.</p> <p>(B) The warranty is no longer effective.</p> <p>(C) Protection is decreased by 50%.</p> <p>(D) She will have full coverage.</p> | |

Part 4 Talk

Listen to the talk. Then read each question and choose the best answer.

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| <p>7. What is the point of the talk?</p> <p>(A) Items under warranty must be fixed.</p> <p>(B) If an item is misused, the warranty may be invalidated.</p> <p>(C) Machines with unusual wear are difficult to repair.</p> <p>(D) Customers often don't understand warranties.</p> | <p>9. How can a customer receive money back for a defective product?</p> <p>(A) Follow the directions on the package.</p> <p>(B) Return it to the place of purchase.</p> <p>(C) Repackage it carefully.</p> <p>(D) Return it within 30 days.</p> |
| <p>8. Who is the audience for this talk?</p> <p>(A) A factory repairperson.</p> <p>(B) A customer.</p> <p>(C) Someone who rents machines.</p> <p>(D) Buyers.</p> | |

READING**Part 5 Incomplete Sentences**

Choose the word that best completes the sentence.

10. The timing belt _____ shows signs of wear after about 180,000 miles.
(A) character (C) characterize
(B) characteristic (D) characteristically
11. Jacques and Louisa will only _____ purchasing appliances that come with a money-back guarantee.
(A) consideration (C) considering
(B) consider (D) considerable
12. If there is any _____ of the director's involvement, we need to follow up swiftly and thoroughly.
(A) imply (C) implicated
(B) implicit (D) implication
13. The level of _____ implied by the warranty was misleading.
(A) protect (C) protection
(B) protective (D) protector
14. It can be very helpful to consider the _____ of the manufacturer and the merchant when making a major purchase.
(A) reputation (C) reputing
(B) reputable (D) reputed
15. If the appliance breaks down within two years of purchase, the manufacturer is _____ to send you a replacement at no charge.
(A) requiring (C) requirement
(B) requisite (D) required

Part 6 Text Completion

Choose the word or phrase that best completes the sentence.

One-Year Limited Warranty

This warranty _____16_____ the purchaser from all malfunctions of the product due to defects in materials or workmanship. Only the original purchaser of the product is covered. Resale of the product automatically invalidates this warranty. This warranty _____17_____ the manufacturer to repair any defective product or to refund the full purchase price to the purchaser, at the manufacturer's discretion. The manufacturer's liability does not exceed the purchase price of the product. This warranty does not imply that the purchaser has any rights in the case of a defective product beyond those stated herein. This warranty _____18_____ one year from the date of purchase. A receipt or other proof of purchase is required in order to make claims under the terms of this warranty.

16. (A) protects
(B) protectors
(C) protection
(D) protective
17. (A) require
(B) requires
(C) is requiring
(D) has required
18. (A) should expire
(B) might expire
(C) will expire
(D) can expire

Part 7 Reading Comprehension

Questions 19–23 refer to the following two letters.

Kitchen Electronics, Inc.

October 12, 20—

Mrs. Sophie Bordeaux
118 Montrose Street
Stoneybrook, MI

Dear Mrs. Bordeaux,

We received the defective toaster which you returned to us asking for a full refund under the terms of the one-year warranty. Unfortunately, the warranty on the toaster expired a month ago. The terms of the warranty do not cover your product once it has expired. Consequently, we will not be able to send you a refund. However, we will be able to send you a refurbished toaster of the same model in exchange for the defective one if you desire. Please let us know if such an arrangement would be satisfactory to you.

Please don't hesitate to contact me if you have any questions. We appreciate your business.

Sincerely,

Matthew Bodine

Matthew Bodine
Customer Service Manager

November 1, 20—

Matthew Bodine
Customer Service Manager
Kitchen Electronics, Inc.
194294 Honeywell Boulevard
Victoria Springs, AL

Dear Mr. Bodine,

I have received your letter offering to send me a refurbished toaster in place of my defective one. I had not realized that my warranty had already expired. After considering the matter, I have decided to accept the refurbished toaster. Your company has a good reputation, and I frequently use your products. In fact, this is the first time I have ever had a problem with anything I have purchased from you. Therefore, I am sure that the refurbished toaster will work as well as a brand new one. However, I would like to be assured that the refurbished toaster will be protected by a warranty the same as a new toaster would be. If this is the case, then please send me the toaster as soon as possible. Thank you.

Sincerely,

Sophie Bordeaux

Sophie Bordeaux

19. Why did the customer return the toaster?
 - (A) It doesn't work.
 - (B) It was too expensive.
 - (C) She wants a brand new one.
 - (D) She prefers a different model.
20. When did she purchase the toaster?
 - (A) A month ago.
 - (B) Last October.
 - (C) Exactly one year ago.
 - (D) A little over a year ago.
21. What will she get in place of the returned toaster?
 - (A) Nothing.
 - (B) A refund.
 - (C) A brand new toaster.
 - (D) A different, repaired toaster.
22. The word *considering* in line 4 of the second letter is closest in meaning to
 - (A) reading about
 - (B) thinking about
 - (C) talking about
 - (D) worrying about
23. The word *frequently* in line 6 of the second letter is closest in meaning to
 - (A) often
 - (B) rarely
 - (C) never
 - (D) occasionally