

## 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.*

4. How long is the basic warranty effective?  
 (A) Thirty days.  
 (B) Sixty days.  
 (C) One year.  
 (D) Two years.

5. What will happen if the woman uses an unapproved mechanic?  
 (A) There are no consequences.  
 (B) The warranty is no longer effective.  
 (C) Protection is decreased by 50%.  
 (D) She will have full coverage.

6. What does the woman decide to do?  
 (A) Take her car to an approved mechanic.  
 (B) Buy the extended warranty.  
 (C) Refuse the basic warranty.  
 (D) Buy a different car.

#### Part 4 Talk

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

7. What is the point of the talk?  
 (A) Items under warranty must be fixed.  
 (B) If an item is misused, the warranty may be invalidated.  
 (C) Machines with unusual wear are difficult to repair.  
 (D) Customers often don't understand warranties.

8. Who is the audience for this talk?  
 (A) A factory repairperson.  
 (B) A customer.  
 (C) Someone who rents machines.  
 (D) Buyers.

9. How can a customer receive money back for a defective product?  
 (A) Follow the directions on the package.  
 (B) Return it to the place of purchase.  
 (C) Repackage it carefully.  
 (D) Return it within 30 days.

## 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

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### 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