

SECTION 1

Read the text below and answer Questions 1-6

Consumer advice

What to do if something you ordered hasn't arrived

If something you've ordered hasn't arrived, you should contact the seller to find out where it is. It's legal responsibility to make sure the item is delivered to you. They should chase the delivery company and let you know what's happened to your item. If your item wasn't delivered to the location you agreed (e.g. if it was left with your neighbour without your consent), it's the seller's legal responsibility to sort out the issue.

If the item doesn't turn up, you're legally entitled to a replacement or refund. You can ask for your money back if you don't receive the item within 30 days of buying it. If the seller refuses, you should put your complaint in writing. If that doesn't work, you could contact their trade association – look on their website for this information, or contact them to ask.

You might also be able to get your money back through your bank or payment provider – this depends on how you paid.

- If you paid by debit card, contact your bank and say you want to use the 'chargeback' scheme. If the bank agrees, they can ask the seller's bank to refund the money to your account. Many bank staff don't know about the scheme, so you might need to speak to a supervisor or manager. You should do this within 120 days of when you paid.
- If you paid by credit card and the item cost less than £100, you should contact your credit card company and say you want to use the 'chargeback' scheme. There's no time limit for when you need to do this. If the item cost more than £100 but less than £30,000, contact your credit card company and say that you want to make a 'section 75' claim.
- If you paid using PayPal, use PayPal's online resolution centre to report your dispute. You must do this within 180 days of paying.



IELTS GENERAL READING PRACTICE 3

Questions 1-6

Do the following statements agree with the information given in the text?

In boxes 1-6 on your answer sheet, write

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

- 1 You will receive a card telling you if an item has been left with a neighbour.
- 2 It may be quicker to get a refund than a replacement for a non-delivered item.
- 3 You are entitled to a refund if the item fails to arrive by a certain time.
- 4 There is a time limit when using the 'chargeback' scheme for a debit card payment.
- 5 You can use the 'chargeback' scheme for a credit card payment of more than £100.
- 6 PayPal's online resolution centre has a good reputation for efficiency.

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