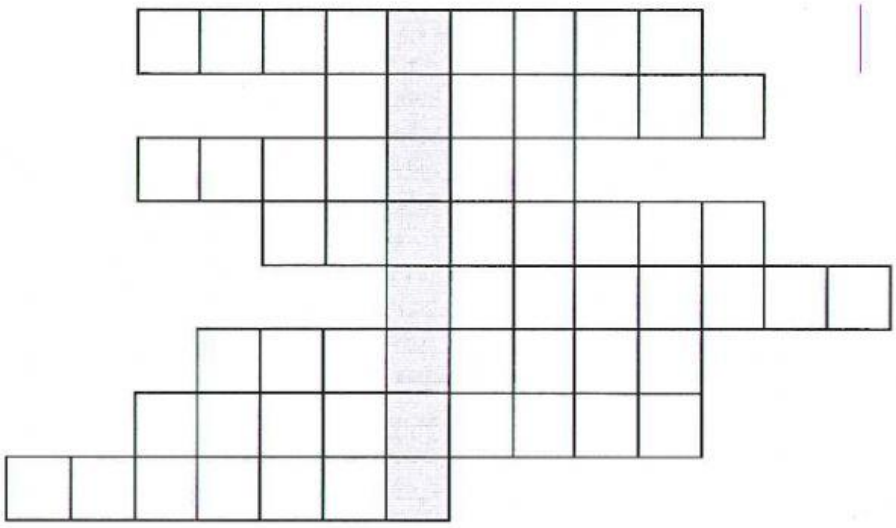
UNIT 17

SHIPPING - WARRANTIES

I. GETTING STARTED

1. Fill in the blank to find out the keyword.



1. To take something/somebody from one place to another in a vehicle: T_ _ _ _ _ _ _ _
2. A person or company that arranges for goods to be sent from one place to another: S_ _ _ _ _ _
3. A system that provides something that the public needs, organized by the government or a private company: S_ _ _ _ _ _
4. A person or company that supplies goods: S_ _ _ _ _ _ _
5. To buy something: P_ _ _ _ _ _ _
6. The act of taking goods, letters, etc. to the people they have been sent to: D_ _ _ _ _ _ _
7. A written list of all the objects, furniture, etc. in a particular building: In _ _ _ _ _ _ _
8. A complete list of items, for example of things that people can look at or buy: C_ _ _ _ _ _

What is the keyword? .....

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e. /ˈɪnvəntɔːri/ => .....

f. /fʊlˈfɪlmənt/ => .....

WARRANTY

1. Choose the best answer to fill in the blank.

1. Jacques and Louisa will only ..... purchasing appliances that come with a money-back guarantee.

   a. considerable b. consideration c. considering d. consider

2. The level of ..... implied by the warranty was misleading.

   a. protect b. protection c. protective d. protector

3. It can be very helpful to consider the ..... of the manufacturer and the merchant when making a major purchase.

   a. reputation b. reputable c. reputing d. reputed

4. If the appliance breaks down within two years of purchase, the manufacturer is ..... to send you a replacement at no charge.

   a. requirement b. requiring c. require d. required

5. Claude read the required warranty only to find that, while the manufacturer promised to repair or replace the CD player, the coverage had .....

   a. expiration b. expired c. expirate d. expiring

6. Before buying a new appliance, compare the characteristics of similar products and their warranties, which protect your purchase and frequently ..... from product to product.

   a. vary b. varying c. various d. variety

7. Bassem discovered the ..... of not following instructions: no required service performed on his car, his warranty coverage no longer protected him from mechanical failure.

   a. consequence b. consequentially c. consequential d. consequent

8. It is especially important to ..... the reputation of a manufacturer when buying a product protected by an implied warranty.

   a. consideration b. consider c. considerable d. considering

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2. Match the word with its definition.

1. refund	1-	a. a sum of money that is paid back to you, especially because you paid too much or because you returned goods to a shop/store
2. reimbursement	2-	b. to solve or end a problem or difficulty
3. adjustment	3-	c. protection that an insurance company provides by promising to pay you money if a particular event happens
4. coverage	4-	d. the act of paying back money to someone who has spent it for you or lost it because of you
5. resolve	5-	e. a slight change made to something to make it fit, work better, or be more suitable

3. Fill in the blanks by using the words in the box.

characteristic	coverage	implies	reputation
consequences	expire	promise	required
frequently	protect	vary	consider

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 purchases. There are .....(12)..... to not taking care of a product, as most warranties require that you use the product in a certain manner.

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III. PRACTICE

Exercise 1. Listen and choose the correct answer.

1. (File 2)

2. (File 3)

3. (File 04)

4. (File 05)

Exercise 2. Listen and choose the correct answer. (File 6)

1. Who most likely is the woman?

(A) A delivery person

(B) A shop owner

(C) A tourist

(D) A travel agency

2. Where most likely is the conversation taking place?

(A) At a consultancy headquarters

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(B) At a conference venue

(C) At a retail store

(D) At a post office

3. Where most likely does the man work?

(A) At a transportation authority

(B) At a travel agency

(C) At an electronics producer

(D) At a cosmetics retailer

Exercise 3. Listen and choose the correct answer. (File 7)

1. What does Bangalore Designs make?

(A) Household appliances

(B) Wooden furniture

(C) Construction equipment

(D) Paper products

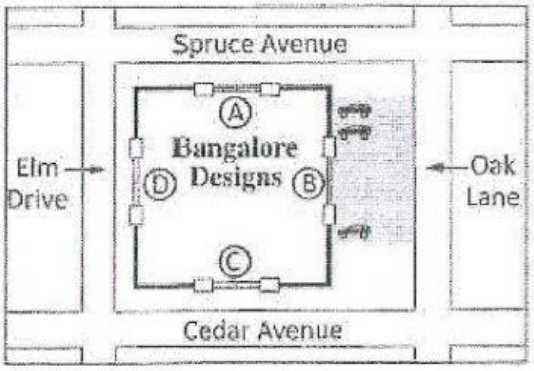
2. Look at the graphic. Where will the man deliver some materials?

(A) At door A

(B) At door B

(C) At door C

(D) At door D



3. What will the woman do next?

(A) Go outside

(B) Send a text message

(C) Call a supervisor

(D) Prepare a payment

Exercise 4. Choose the correct answer.

1. As the largest dealer in the state, Auto Fair maintains an impressive ---------- of new vehicles for immediate delivery.

(A) invent

(B) inventory

(C) invention

(D) inventor

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B. An insurance provider

C. A stationery supplier

D. A public relation firm

3. What is included with this letter?

A. A credit application

B. A reply card

C. A discount voucher

D. An order form

4. What is indicated in the letter?

A. HDFC has done business with Office Max before

B. Ms. Grocutt is unhappy with Office Max's services

C. Mr. Mccann would like to speak with Ms. Grocutt in person

D. Max Office has lowered all of its price

Exercise 7. Choose the correct answer.

Your View Tonic LCD monitor

WARRANTY

This VT-TX-24 LCD monitor does not need to be registered. This was done at the shop when you purchased it. To insure the integrity of this contract, it is important to keep the bill of sale from the point of sale. If you do happen to have a problem, you will need it to make a claim.

Coverage includes a part and service package that covers a full year from the purchase date. This includes the replacement of defective parts with new ones, and the labor free of charge. This part of the warranty will be void if the customer decides to dismantle or attempts to fix the monitor in any way.

This warranty covers the original owner and any successive owner as long as the receipt of purchase is still in their possession. If the product is sold as a secondhand item, the receipt should be signed again by the first owner to show a passing of ownership.

THE WARRANTY DOES NOT COVER:

- Dismantling of the product
- Improper use of power cables (i.e. voltage, current spikes)
- Any accidental damage to the product (i.e. dropping, hitting, flooding, etc.)

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- Using unsafe settings on your video card (See manual for details)

- The effect of the installation of the drivers on your home computer

It is important to read the owner's manual as it contains all the details for proper usage. If you are having technical difficulties, please send an e-mail to our customer service division. We also have a website for the downloading and installation of new drivers for your monitor. This warranty is a legal document and can be used in a court of law, but can be overridden by a specific state law. Check your local state laws for conflicts.

April 22

From: customer service <cs@viewtonic.com>

To: Mr. Nick Low <lowman@gmail.com>

Dear Customer,

It was stated that you purchased our VT-TX-24 LCD monitor last month at Future Store at your local mall and you are having problems with it. Have you installed the drivers that came with the monitor? Have you checked the setting on your video card? I suggest you first unplug the monitor and restart the computer and then plug it in again.

If you are still having problems with your monitor and computer, I suggest that you bring it in to any one of our 10 convenient locations in your area. Unfortunately, we might have to charge you for the service time, because we do not cover any driver issues that might arise due to our software.

Sincerely,

Tina Baker

Customer Service Representative

1. What must the person do when filing a warranty claim?

(A) Bring the product

(B) Pay for shipping

(C) Pay for the labor on it

(D) Show a proof of purchase

2. What should customers do if they are not sure how to operate the monitor?

(A) Get a home visit from customer service

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(B) Call customer service

(C) Check their user manual

(D) Return the product

3. How is the warranty different for a second-hand owner?

(A) The warranty is longer

(B) The first owner must sign the receipt

(C) The product must be returned first

(D) There is no warranty

4. Why won't View Tonic honor Mr. Low's warranty?

(A) The monitor's drivers caused a problem

(B) The owner opened the monitor

(C) The monitor's warranty ran out

(D) The range was not installed correctly

5. According to the passages, what can be inferred?

(A) The monitor that Mr. Low purchased was not registered

(B) Mr. Low will probably take his monitor back to Future Store

(C) Mr. Low may have to pay some money to get the monitor fixed

(D) View Tonic provides a one-year guarantee without any condition attached

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