

LESSON 3

Part 1: Photo

Number 1. Look at the picture marked Number 1.

- (A) They're considering purchasing the bag.
- (B) They're protecting their dog.
- (C) They're covering the carpet.
- (D) They're checking the expiration date.

Part 2: Question–Response

Number 2.

When does the warranty expire?

- (A) I always check the warranty.
- (B) Three years from date of purchase.
- (C) That's the implication.

Number 3.

What are the consequences of not registering your purchase?

- (A) If you don't register, you won't receive any recall notices.
- (B) Consequently, we quit the company.
- (C) Our company purchased more this year than last.

Part 3: Conversation

Numbers 4 through 6 relate to the following conversation.

[M] Your car comes with a basic one-year, thirty-thousand-mile warranty, but you might want to consider purchasing a two-year, sixty-thousand-mile extended warranty. Both guarantee full protection as long as you have the car serviced by an approved mechanic.

[W] What are the consequences if I choose not to use an approved mechanic?

[M] The terms of the warranty require you to choose a mechanic from our approved list in order to be covered.

[W] Then I'll use an approved mechanic for now, but I won't purchase the extended warranty. Then I can use my own mechanic when the basic warranty expires.

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Part 4: Talk

Questions 7 through 9 relate to the following recording.

We frequently receive items that are still under warranty, but we don't automatically repair them. Don't forget: a warranty is only valid if the product has been used according to the manufacturer's directions. Oftentimes a buyer will drop a machine or use it for something other than what it's intended for. Consequently, they're not covered. A common characteristic of this type of return is that it's cracked or smashed, or shows an unusual pattern of wear. Remember, we promise our customers that all our products will operate smoothly every time when handled according to the directions enclosed in each package. All defective products returned within thirty days of purchase will get a complete refund. Products returned after that time are sent to us for repair.