Lesson
3

WORDS TO LEARN

characteristic
consequence
consider
cover
expiration
frequently
imply
promise
protect
reputation
require
variety

Warranties

Study the following definitions and examples.

1. **characteristic** adj., revealing of individual traits; n., an individual trait
   a. The cooking pot has features characteristic of the brand, such as "heat-resistant" handles.
   b. One characteristic of the store is that it is slow in mailing refund checks.
2. **consequence** n., that which follows necessarily
   a. The consequence of not following the service instructions for your car is that the warranty is invalidated.
   b. As a consequence of not having seen a dentist for several years, Lydia had several cavities.
3. **consider** v., to think about carefully
   a. The customer considered buying the DVD player until he learned that the warranty coverage was very limited.
   b. After considering all the options, Della decided to buy a used car.
4. **cover** v., to provide protection against
   a. Will my medical insurance cover this surgery?
   b. Her car insurance provided for complete coverage against collision.
5. **expiration** n., the end
   a. Have you checked the expiration date on this yogurt?
   b. We can expect that the expiration of our Japan contract will impact sales next year.
6. **frequently** adv., occurring commonly; widespread
   a. Appliances frequently come with a one-year warranty.
   b. Warranties for this kind of appliance are frequently limited in their coverage.
7. **imply** v., to indicate by inference
   a. The guarantee on the iPod implied that all damages were covered under warranty for one year.
   b. The travel agent implied that our hotel was not in the safest part of the city, but, when pressed for details, he said the location was fine.
8. **promise** n., a pledge, a commitment; v., to pledge to do, bring about, or provide
   a. A warranty is a promise the manufacturer makes to the consumer.
   b. The sales associate promised that our new mattress would arrive by noon on Saturday.
9. **protect** v., to guard
   a. Consumer laws are designed to protect the public against unscrupulous vendors.
   b. You can protect yourself from scams by getting detailed information on the seller.
10. **reputation** n., the overall quality of character
    a. Even though the salesperson showed me a product I had never heard of, I bought it because of the good reputation of the manufacturer.
    b. The company knew that the reputation of its products was the most important asset it had.
11. **require** v., to deem necessary or essential
    a. A car warranty may require the owner to have it serviced by a certified mechanic.
    b. The law requires that each item clearly display the warranty information.
12. **variety** n., many different kinds
    a. There's a variety of standard terms that you'll find in warranties.
    b. A variety of unexpected problems appeared after the product had been on the market for about six months.

LIVEWORKSHEETS

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.

LIVEWORKSHEETS

WORD FAMILIES

adjective	characteristic	One characteristic of the new Lexus is its computerized seat settings.
verb	characterize	This line is characterized by its bold flavor and spicy aftertaste.
adverb	characteristically	Characteristically, she accused middle-level management of the accounting error.

verb	consider	You should consider carefully whether a product will meet your needs.
noun	consideration	After long consideration, Heloise decided that the five-year warranty would be sufficient.
adjective	considerable	The fee for the extra year of protection was a considerable expense.

verb	imply	She implied that she had graduated from Harvard.
noun	implication	What are the implications of the accident?
adjective	implicit	It is implicit in her demands that if she doesn't get the promotion, she will leave the company.

verb	protect	Juan protected the warranty by taking excellent care of his lawn mower.
noun	protection	For your own protection, you should have a warranty that provides for a replacement product.
adjective	protective	Alfredo is very protective of the condition of his car and gets all the preventive maintenance his warranty requires.

noun	reputation	The good reputation of the manufacturer inspired Maria Jose to try the new product.
adjective	reputable	Because the company had a reputable name, I did not spend sufficient time reading the details of the warranty.
adjective	reputed	The new store is reputed to carry items that are not of the highest quality.

verb	require	The warranty requires that you send the watch to an approved repair shop to have it fixed.
noun	requirement	The terms of the warranty divulge the legal requirement the manufacturer has to the consumer.
adjective	requisite	The warranty spelled out the requisite steps to take to request a replacement product.

LIVEWORKSHEETS

WORD PRACTICE

LISTENING COMPREHENSION

Part 1 Photo

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

CD1
Track 3



1. Ⓐ Ⓑ Ⓒ Ⓓ

Part 2 Question–Response

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

2. Ⓐ Ⓑ Ⓒ

3. Ⓐ Ⓑ Ⓒ

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.

LIVEWORKSHEETS

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

LIVEWORKSHEETS

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

LIVEWORKSHEETS