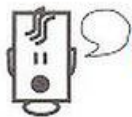


## WARRANTY



■ LISTEN AND READ.

If you have just bought a product, such as a stereo or an air-conditioner, and it stops working after a short period of time, what can you do? You have to read the warranty so that you will know what to do.

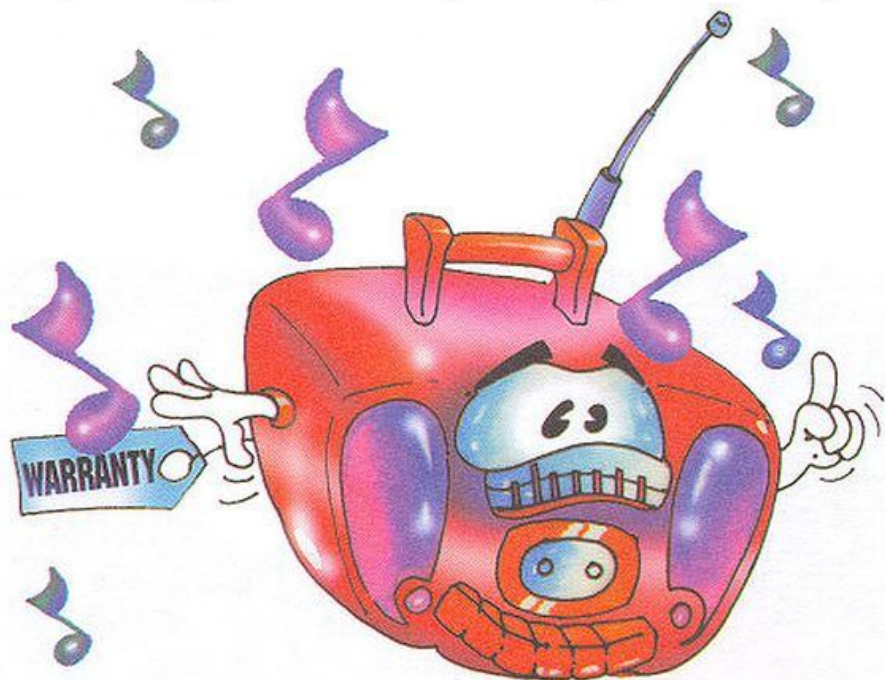
A warranty is a promise given by a company that makes a product. It tells you what the company is willing to do if the product breaks or stops working. Reading a warranty before you buy a product may help you to spend your money wisely.

Most warranties give the following information:

- What is covered by the warranty.
- How long the product is covered.
- Conditions under which something will be fixed or replaced.
- What to do if the product needs to be replaced or repaired.

Sometimes the words used in warranties are confusing. If you don't understand a word, look it up in a dictionary. If you still do not know what the warranty means, ask the sales person.

It is a good idea to keep the sales receipt with the warranty for a product. If a product was given to you as a gift, write the date the product was given to you on the warranty. This way you will be able to prove when you received the product.





## LIMITED WARRANTY

Smart Buy Computer Company is sure that the Home Computer 2000 you just purchased is of the highest quality. However, we realize that occasionally there may be a defect. This warranty guarantees that if the Home Computer you have purchased is defective, Smart Buy Computer Company will fix or replace all parts with new or rebuilt parts for a period of one year from the original date of purchase. Some electrical parts are covered for two years from the original date of purchase. Any labor charges must be paid by the customer.

This warranty covers only computers that are found to be defective in normal use. This does not include computers used in school and business settings. This warranty does not cover any damage caused by any kind of misuse, faulty wiring, lighting, or if service is performed by anyone other than someone authorized in writing by this company. The cabinet and keyboard are not covered by this warranty.

If you need repairs on this product, write to Smart Buy Computer Company, Consumer Services Department, 876 Memory Road, Little Rock, Arkansas 72212. Include a description of the problem, proof of the date of original purchase, and your name and address. DO NOT have this product serviced without written instructions from this company.

This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.



■ LISTEN AND READ.



### ■ ANSWER:



1. What does this warranty cover?

2. For how long will the company fix or replace all parts?

3. What does “authorized” mean in the second paragraph?

4. What kind of damages are not covered by this warranty?

5. If you need to have this machine fixed, what should you do?

6. What is covered for two years by this warranty?

7. Who makes this product?

8. What parts of this product, if any, are not covered by this warranty?

9. Will this product always be repaired with new parts?

10. What will you pay if you have the product repaired?





## LIMITED ONE YEAR WARRANTY

Score Athletic Products, Inc. promises to fix or replace your Score tennis racket for one full year from date of purchase should it prove to be defective with normal use. This warranty does not cover strings or handgrips.

This warranty is void if the tennis racket has been misused in any way or if the defect is caused by any service performed on the racket by anyone other than Score Athletic Products, Inc.

A sales receipt or other proof of the original date of purchase must be provided before any service will be given by this company. If a problem should develop within the warranty period, send the defective racket along with your name and address and proof of the original purchase date to:

Score Athletic Products, Inc.  
Customer Service Department  
1010 Sport Drive  
Austin, Texas 78750

Please include a check or money order for \$4.50 to cover postage and handling charges.

This warranty gives you specific legal rights.

You may also have other rights, which vary from state to state.



■ LISTEN AND READ.



### ■ ANSWER:



1. For how long will the company fix or replace the tennis racket?

2. What isn't covered by this warranty?

3. What do void, misused and defect mean?

4. What must you prove before having the racket fixed or replaced?

5. What must you do if you have trouble with the racket within the warranty period?

### ■ WRITE ABOUT A PERSONAL EXPERIENCE WITH A WARRANTY.



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## PART II



# DIALOGUE

## MY TAPE RECORDER DOESN'T RECORD.



### Situation:

Mrs. Mary Ann Stephenson bought a tape recorder at a large department store three days ago.

She's rather upset because the machine doesn't seem to work properly.

She decides to go to the store to complain about it.

- MRS. STEPHENSON:** - Good morning.
- CLERK:** - Good morning, ma'am. What can I do for you?
- MRS. STEPHENSON:** - Is this the Complaint Department?
- CLERK:** - Yes.
- MRS. STEPHENSON:** - Are you in charge of it?
- CLERK:** - Yes.
- MRS. STEPHENSON:** - Well, I bought this tape recorder last Tuesday.  
I've been trying to record my voice, but it doesn't seem to work.
- CLERK:** - Did you read the owner's manual?
- MRS. STEPHENSON:** - I certainly did. But I must confess, I'm not familiar with these electronic gadgets.  
I always have a hard time trying to make them work.
- CLERK:** - O.K. Let's see. In your manual there's a troubleshooting chart.  
Most of the problems can be solved just by following the instructions given on the chart.
- MRS. STEPHENSON:** - I hope you can do something about it.
- CLERK:** - Did you use a new cassette?
- MRS. STEPHENSON:** - No.
- CLERK:** - Let's take a look at your old cassette. Ah! That's it. The knockout tabs are removed.  
You won't be able to record anything on it. O.K. Let's insert a new one.  
Speak into the microphone.
- MRS. STEPHENSON:** - Oh, is that my voice?
- CLERK:** - It certainly is.
- MRS. STEPHENSON:** - I'm sorry. It was such a simple problem. I'm so silly.
- CLERK:** - Not at all, Mrs. Stephenson. Lots of people have this sort of problem.  
Sometimes simple problems are not so easy to solve.
- MRS. STEPHENSON:** - Thanks a lot.
- CLERK:** - You're welcome. Remember we're here to help you.



## PART III



### ■ WRITE A DIALOGUE (SEE FUNCTION)

#### **Situation:**

You just bought an alarm clock from a shop.  
The clock slows down ten minutes every hour.  
Go to the shop and complain to the sales assistant.



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## PART IV



### ■ LISTEN.

#### ■ FUNCTION: *Complaining*

When we complain about a product or a service we can use these expressions:

- I want to return this... (Stereo, camera, etc.)
- It doesn't... (Work, fit)
- I want my money back on these... (Stocking, shoes, etc.)
- They were... (Torn, broken, etc.)
- They are... (Too big, expensive, etc.)
- I must complain about the... (Services, food, etc.)



## PASSIVE REVIEW

#### ■ CHANGE THE FOLLOWING SENTENCES INTO PASSIVE FORM.



**EXAMPLE:** My mother bought that hat.  
That hat was bought by my mother.

1. She was baking a cake this morning.  
\_\_\_\_\_
2. A thief took the jewels.  
\_\_\_\_\_
3. You must take care of the baby.  
\_\_\_\_\_
4. They're publishing Jim's book in a two volume edition.  
\_\_\_\_\_
5. The mechanic repaired the car.  
\_\_\_\_\_
6. We have cooked meals in those pots for years.  
\_\_\_\_\_
7. May answers all the questions.  
\_\_\_\_\_
8. They will wash all the windows.  
\_\_\_\_\_



# vocabulary

■ WRITE A SHORT ESSAY WITH THE FOLLOWING WORDS:

**WARRANTY, BUY, MONEY,  
WISELY, DEFECTIVE, FIX, COMPLAIN,  
PROBLEM, RETURN, SERVICE**

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