

## I - VOCABULARY SHEET

Credit

Broken

Damaged

Defective

Limited

Dissatisfied

Exchange

Return

Incomplete

Missing part

Non-refundable

Poor quality

Refund

Store credit

Replace

Under warranty

Lifetime warranty

Purchase

Guaranteed

## II - WARRANTY SHEET

This Mann Inc. CD Player model XYZ, is guaranteed for normal household use, defects in original workmanship, or original defects in materials, for a period of six months after the date of purchase. For service, this product must be sent to a Mann Inc. Service Center.

Mann Inc. assumes no responsibility if:

1. The CD player is not used according to the instruction booklet.
2. Damage is incurred by improper use of merchandise.
3. Damage occurs due to service provided by someone other than an authorized Mann Inc. Service Center repairperson, at a Mann Inc. Service Center.

Mann Inc. will pay for one way shipping and handling if the CD player is sent to a Mann Inc. Service Center.

For questions about our services or warranty, please contact our Customer Service Center at 1-800-327-MANN, or write to Mann Inc., 3274 Mann Hwy., Grossville, Fl. 32741.

**EXERCISE:** Please answer the questions about the Mann Inc. CD Player XYZ warranty.

1. For how long is the CD Player under warranty?

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2. What does the warranty cover?

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3. When does Mann Inc. not assume responsibility?

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4. Who pays for shipping and handling if the CD Player is sent to a Mann Inc. Service Center?

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5. Who does one call or contact if one has any questions?

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### **III - INTERVIEW A CLASSMATE**

Speak to a partner. Talk about an electronic item that you returned to a store. Please make sure you discuss all of the following:

1. What item did you return?
  2. Why did you return it? Was it defective?
  3. Did you need a sales receipt?
  4. Was the item under warranty?
  5. Did you exchange the item, get a refund, or send it to be repaired?
  6. If you got a refund, did you get money back or store credit?
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### **SPONTANEOUS DIALOGUE**

With a classmate, prepare a dialogue about one of the following:

1. Getting a refund
2. Exchanging merchandise
3. Inquire about a warranty
4. Complain about an item being damaged or defective
5. Explain why you are dissatisfied with a product and why you Do not want store credit – you want a full refund.

In class you will role model this dialogue. Remember, one of you is to be the salesperson and one of you is to be the dissatisfied customer.

## **IV - COMMUNITY EXTENSION HOMEWORK**

Section I: Go to an electronics store. Ask the salesperson to show you a VCR, a CD player or another electronic item. Ask about refunds and warranties. Find out the following:

1. If the item is defective can you exchange it or get a refund?
2. If you can get a refund, is it a cash refund or a store credit refund?
3. Do you need a sales receipt to get a refund?
4. Does the item come with a warranty?
5. What type of warranty is the item under?
6. Does the warranty cover the parts and the labor?
7. For how long is the item under warranty?
8. Can you bring back the item to the store if it is defective, or do you have to call a customer service department?
9. If you have to mail the item to a repair center, who pays for the shipping and handling?

Section II: Answer all these questions on a separate sheet of paper to hand in for a grade.

Section III: Write a paragraph about your experience talking to an English speaking salesperson.

Section IV: Share your findings with the class.