

Unit 1

I'll take it!

Get ready to read

- A customer is returning an MP3 player to the store where he bought it. Who says these things – the customer (C) or the shop assistant (S)? (Make sure you understand the meaning of the words in *italics*.)
 - Have you got the *receipt*?
 - I've checked, and it's still under *guarantee*.
 - I'd like to *exchange* it for another one.
 - You can have a *refund* for the full amount.
- Underline the words in these sentences so that they are true for you.

I like / I don't like watching movies.
I sometimes / never go to the cinema.
I like / I don't like watching films on TV.
I sometimes / never rent DVDs.
I've got / I haven't got a collection of DVDs.
I sometimes / never watch films in their original version.

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A Contact your personal adviser

- 1 Roberto has been to an electrical store and bought a DVD player. Look at the receipt and answer these questions.
- When did he buy the DVD player?
 - How much did it cost?
 - What should he do with the receipt? Why?

Branch: 240 OXFORD MK/PL

Till: 2 Receipt: 024530 Date: 24/09/20_

Operator: 31 KARIM Time: 10:54

**THANK YOU FOR YOUR CUSTOM
 FOR FURTHER ASSISTANCE PLEASE
 CONTACT YOUR PERSONAL ADVISOR:
 KARIM
 Assistant 31
 On 08706087182**

SALE

Assistant 31 KARIM

SAMSUNG DVD-1080P7 DVD PLAYER	£69.99
1 x 0000868202 @ £69.99	
AMOUNT DUE	£69.99
TOTAL TENDERED	£69.99

PLEASE KEEP YOUR RECEIPT. IT MAY BE
 REQUIRED FOR REFUNDS OR EXCHANGES

Learning tip

We use a technique called scanning when we search a text for a particular word or words. This involves looking quickly at the text without considering the meaning. Once we have found what we are looking for, we may then read the text around the word(s).

- 2 Look at the leaflet on the opposite page. Roberto got this leaflet when he bought the DVD player. Underline the words *exchange* and *refund* as quickly as you can. (Note: both words appear more than once!)
- 3 Now read the first section and answer these questions.
- Under what circumstances could Roberto get an exchange or a refund?
 - Is there a time limit?
 - In what condition would he have to return the DVD player to the shop? (Note: Roberto didn't get any gifts or accessories with the DVD player.)

- 4 Now read the second section and answer these questions.
- Under what other circumstances could Roberto get an exchange or a refund?

 - What is the time limit for getting an exchange or a refund?

 - In what condition would he have to return the DVD player to the shop?

Thank you for shopping with us

1 Changed your mind?

If you bought your product in one of our stores and have now changed your mind, we will exchange or refund it within seven days of purchase. This does not apply if the item was specially ordered for you or was a fully guaranteed exchanged product.

The product must be:

- Unopened (with any seal intact)
- Unused
- Returned complete with any free gifts you received with the product.

Contact your local store with your receipt details to arrange your refund or exchange.

2 Your Guarantee

The following are guidelines. We treat each case on its individual circumstances.

- We will always offer you the choice of an exchange or refund if your product develops a fault within 28 days of delivery.
- To receive a refund, the product must be in otherwise "as new" condition complete with all accessories and free gifts supplied with it. If possible, please return the product in its original packaging.
- If your product develops a fault within 12 months of purchase, we will offer a prompt repair service.
- To obtain a repair for your product, call the relevant helpline number on the back page of this leaflet. If your product is not listed, return it to your local store.
- This guarantee does not cover faults caused through accident, neglect, misuse or normal wear and tear.
- Faulty software, pre-recorded video tapes, DVDs, Minidiscs and CDs will be exchanged for the same title or refunded.

3 Our Price Promise

In the unlikely event that you find a cheaper identical product or offer immediately available from another retail store within 10 miles of your local store we will not only match their price but also give you an extra 10% of the difference. Our Price Promise also applies for up to 7 days after you make your purchase with us; just bring your receipt to claim your refund. This Price Promise does not apply to clearance or ex-display products, special orders, closing down sales, members only, extended warranty prices, Internet or telephone order line purchases.

Focus on ... the negative prefix un- with past participles



- 1 The prefix *un-* means 'not' as in the verbs *undo*, *undress*, *unload*. *Un-* can also be added to a past participle to make a negative adjective, e.g. *unexpected*, *unfinished*, *unknown*. Underline two examples of *un-* + past participle in the first section of the leaflet.
- 2 Complete these sentences with *un-* + the past participles of the verbs in the box.

aid ~~answer~~ commit cut employ speak

- a Questions from local residents remained unanswered.
- b Since his accident, he hasn't been able to walk
- c He's been for over a year.
- d Five senators have admitted they are still on the taxation question.
- e There's an assumption in the department that Sue will take over the post when Ian leaves.
- f We saw the original, version of the film.

5 Now read the third section and answer these questions.

- a Why does this section mention *refund* – but not *exchange*?
.....
- b Under what circumstances could Roberto get a refund?
.....
- c Is there a time limit?
.....

6 How much refund – if any – would Roberto get if he saw the same DVD player for £59.99 in the following situations?

- a in another shop in Oxford on September 26th
.....
- b in another shop in Oxford on October 10th
.....
- c in a shop in London (90 kilometres / 60 miles from Oxford)
.....
- d on the Internet on September 26th
.....

7 Do you always keep receipts? Have you ever needed one?

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B It's a great movie!

- Roberto wants to buy a DVD to watch on his new DVD player. His friend Ivan has told him about a couple of films. Read what Ivan says in a and b on the right. Do you recognize these films? What are they called?
- Roberto has found one of the films that Ivan mentioned. Look at the back of the DVD case quickly. Match the film with one of the descriptions in Exercise 1.

- a This film is set in a prison in the 1930s, I think. The main character is a prison guard, and the film is about the relationship he has with one of the prisoners. This man has committed an awful crime and he's on death row, but he's really a gentle giant. He's even afraid of the dark!
- b It's about two men who meet in jail. The older one has been there for years. The other one, who's the main character, never expected to end up in jail. The men are from very different backgrounds, but they become great friends. They help each other and learn a lot from each other. And I don't want to tell you the ending!

Did you know ...?

Academy Awards are annual cinema prizes. They have been awarded since 1927 by the American Academy of Motion Pictures. An Academy Award is often referred to as an 'Oscar'. The origin of this nickname is unknown, although one theory suggests that academy librarian and eventual executive director, Margaret Herrick, said that the small statue looked like her Uncle Oscar. The name was well enough known for Walt Disney to use in his 1934 acceptance speech.

- Underline the information on the back of the DVD case which gives the answers to these questions.
 - What happened to the main character before he went to jail?
 - What happens to the main character while he is in jail?



4 Here are some other things that Ivan says about *The Shawshank Redemption*. Read each statement and scan the back of the DVD case quickly and find out if he was right or wrong. Put a tick ✓ or a cross X and note any further information the DVD case gives you.

- a It's quite an old film – it was released in the early 1990s, I think.
- b It's quite long – more than two hours, I think.
- c I seem to remember that one of the actors got an Oscar nomination.
- d The director isn't very famous – I've never heard of him.
- e I'm not sure, but I think Tom Hanks played one of the characters.
- f It's based on a book by someone famous.

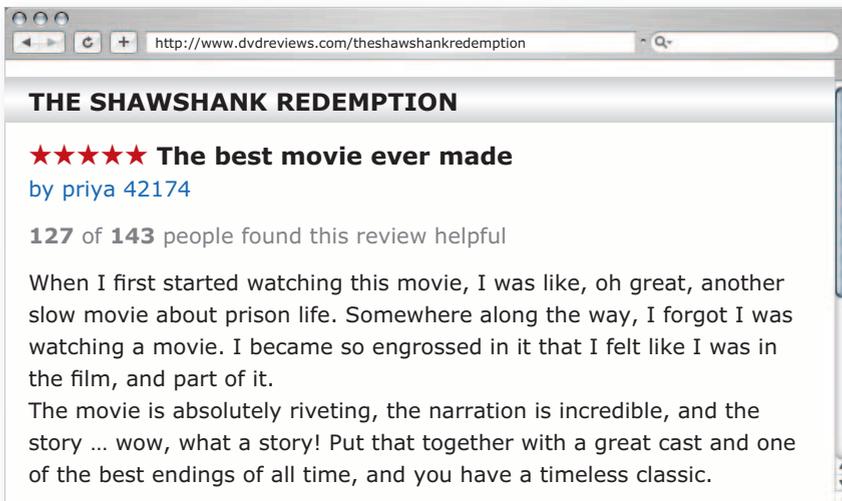
5 The title *The Shawshank Redemption* refers to what happens in the film. *Redemption* means 'when someone is saved from evil, suffering, etc.'. Who do you think is likely to be saved?

6 If you haven't already seen *The Shawshank Redemption*, would you be interested in seeing it? Why? / Why not?

7 Read this review from the Internet. Does this influence your decision about seeing the film?

Extra practice
 Find other reviews of *The Shawshank Redemption* on the Internet. Alternatively, watch the film in English.

Class bonus
 Choose a film you have enjoyed. Write a short review. Create a review noticeboard in the classroom. Will you follow any of your friends' recommendations?



Can-do checklist

Tick what you can do.

I can scan a text for specific words and information.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I can understand what a guarantee covers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I can follow a recommendation and choose a film to watch.	<input checked="" type="checkbox"/>	<input type="checkbox"/>