

7. satisfied

- (A) happy with
- (B) not hungry

(A) (B)

8. receipt

- (A) instructions for cooking
- (B) paper with information about a purchase

(A) (B)

**READING FAST**

Read the letter as fast as you can. How long did it take?

\_\_\_\_\_ minutes \_\_\_\_\_ seconds

**READING COMPREHENSION** Mark the best answer.

9. If a customer is not satisfied with the product, what should he or she do?

- (A) Return it to the place of purchase
- (B) Send it to the Acme Corporation
- (C) Call Customer Service
- (D) Write a letter to the Acme Corporation

(A) (B) (C) (D)

10. What information has to be included on the receipt?

- (A) The customer's home address
- (B) The color and size of the product
- (C) The telephone number of the store
- (D) The name of the store where the product was bought

(A) (B) (C) (D)

11. What will happen in 8 to 12 weeks?

- (A) You will get your money back.
- (B) A Customer Service representative will call you.
- (C) The Acme Corporation will send you a new product.
- (D) You will get a receipt.

(A) (B) (C) (D)

12. The word "refund" in paragraph 1, line 4, is closest in meaning to

- (A) credit
- (B) new
- (C) reimbursement
- (D) blank

(A) (B) (C) (D)