

Questions 196–200 refer to the following instructions and e-mail.

New Century Office Machines, Inc.

Product Guarantee

Your printer is completely guaranteed for one year from the date of purchase. If you are dissatisfied with your printer for any reason, you can return it for a complete refund within 30 days of the purchase date. After 30 days, please call our customer service number at 800-555-9927. If we cannot solve your problem over the phone, you will be asked to mail the printer back to us for repairs. For this purpose, please save the original box and packing material that your printer came with, as well as the return mailing label contained in the enclosed envelope. We are not responsible for the cost of postage.

To: Mary Jones
From: Peter Andrews
Subject: Printer

Mary,

It looks like we'll have to send the printer back to the factory. I spent two hours on the phone with customer service, but it still prints too light. Changing the ink cartridge didn't solve the problem. Unfortunately, it's too late for a complete refund. We've missed the last return date by just five days. Could you please pack up the printer and ship it to the company? I think you'll find everything you need in the storage closet. If you need money, take it out of petty cash. This is very annoying. This is the third New Century printer we've bought that's had problems. I won't buy anything from that company again. Their prices are great, but their products always break down.

Peter