

Questions 166–169 refer to the following instructions.

***To order by mail***

Complete the form below and mail it to:

Garden Supply, Inc.  
4869 Wilmer Avenue  
Petersburg, VA 21278

Don't forget to enclose a check or money order with your order. Credit cards are not accepted when you order by mail. You will receive your order in 4–6 weeks.

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First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Company/Organization: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

To order by phone: Call 800-555-9364 M–F 9–5

Please have the following information ready: the name, page number, and catalog number for all items you plan to order, and your credit card number. You will receive your order within 5 days.

To order online:

Go to our website and complete the form there. You must have a credit card to order online. You will receive your order in 1–2 weeks.

Substitutes

We do our best to fill each order as made. However, during the busy spring gardening season, we cannot avoid running out of items from time to time. In this case, if you would like us to select an alternate item of similar value for you, please check here: \_\_\_\_

166. When can someone order by phone?  
(A) Anytime  
(B) Monday through Friday only  
(C) On the weekend  
(D) In the evening
167. If someone wanted to pay by credit card, how would he or she order?  
(A) By mail  
(B) By phone only  
(C) Online only  
(D) Either by phone or online
168. To get an order the fastest, which way should one order?  
(A) By mail  
(B) By phone  
(C) Online  
(D) Either by phone or online
169. Which of the following is NOT needed for phone orders?  
(A) A catalog number  
(B) A page number  
(C) A credit card  
(D) An e-mail address