

The Acme Guarantee

Our products are fully guaranteed for one year from the date of purchase. If you are not satisfied for any reason, you can return the product directly to us for a complete refund. Simply mail it back to us at:

Acme Corporation
1500 State Street
Big Falls, CA 12345

Make sure you include the receipt with the date and place of purchase. You will receive a refund check in 8–12 weeks.

If you would like to exchange your product for another similar one of equal value, please contact our Customer Service office at 800-555-8765 for instructions. Customer Service representatives are available to serve you 24 hours a day.

SKIMMING Look quickly at the instructions to answer these questions.

1. Do these instructions include a street address? (A) (B)
(A) Yes
(B) No
2. Do these instructions include an e-mail address? (A) (B)
(A) Yes
(B) No
3. Do these instructions include a telephone number? (A) (B)
(A) Yes
(B) No

SCANNING Find the following.

4. Underline all the numbers you see in the instructions.
5. Find these words and phrases in the instructions, and circle them.
mail receive check Customer Service

CONTEXT Find these words, and guess their meanings in these instructions.

6. refund (A) (B)
(A) repayment
(B) gift