

196. When did they buy the printer?
(A) Five days ago
(B) Twenty-five days ago
(C) Thirty days ago
(D) Thirty-five days ago
197. What is the problem with the printer?
(A) It takes two hours to print something.
(B) It needs a new ink cartridge.
(C) The printing is too light.
(D) It's very old.
198. How will the company solve the problem?
(A) By fixing the printer
(B) By giving a complete refund
(C) By exchanging the old printer for a new one
(D) By sending a customer service representative to Peter's office
199. In order to return the printer, what will Mary have to pay for?
(A) A box
(B) Shipping
(C) An envelope
(D) Packing material
200. Why is Peter annoyed?
(A) The printer was too expensive.
(B) The company won't fix the printer.
(C) New Century printers always break down.
(D) It will cost a lot of money to return the printer.