

# LESSON D Reading

## 1 Before you read

**Talk** with your classmates. Answer the questions.

1. Have you ever tried to exchange an item or get a refund? Describe your experience.
2. In your native country, is it easy or difficult for people to get a refund for something that they purchased?

## 2 Read



STUDENT TK 27  
CLASS CD2 TK 14

**Read** the newspaper advice column. Listen and read again.

Sometimes an important word is replaced by a synonym. This makes the reading more interesting. For example, *seller* and *retailer* are two nouns that have the same meaning.



**Dear Smart Shopper,**

I'm a jewelry lover, and I enjoy shopping online. Unfortunately, I just bought a pair of gold earrings that I don't like. When I tried to return them, I learned that the seller has a no-return policy. Don't I have the right to get a refund?

**Mad Madelyn**

**Dear Mad Madelyn,**

If the merchandise is defective, the seller must return your money or make an exchange. However, if the merchandise was in good condition when you received it, and if the retailer has a no-return policy, there is nothing you can do. This is true for store purchases as well as Internet purchases. In the future, here are some questions you should ask before you buy anything:

## The Smart Shopper

- Does the seller say "satisfaction guaranteed or your money back"?
- Is there a time limit on returns, such as two weeks?
- Who pays the shipping costs on items that are returned?
- Do you need to return the merchandise in its original package?
- Is the original receipt required?
- Does the retailer give a store credit instead of a cash refund?
- If the retailer has a store in your area, can you return the merchandise to the store instead of shipping it?

Next time, find the return policy on the merchant's Web site and print it, or ask the merchant for the return policy in writing. It's important to get all the facts that you need before you buy!

**Smart Shopper**

### 3 After you read

#### A Check your understanding.

1. What is Madelyn's problem?
2. If an item is defective, does a purchaser have the right to return it?
3. Does Madelyn have the right to get a refund? Why or why not?
4. Is the Smart Shopper's advice for Internet purchases, store purchases, or both?
5. What should Madelyn have done before she bought the earrings?
6. What is the meaning of "satisfaction guaranteed or your money back"?
7. *Seller* and *retailer* are synonyms. What is another word in the reading with the same meaning?
8. Smart Shopper lists several questions that purchasers should ask before they buy. In your opinion, which question is the most important? Why?

#### B Build your vocabulary.

Compound nouns are noun + noun combinations that have special meanings. Sometimes you can explain compound nouns with adjective clauses. For example, a *jewelry lover* is a person who loves jewelry.

1. Find compound nouns in the reading that match the meanings. Write them on the chart.

Compound noun	Meaning
1. <i>jewelry lover</i>	a person who loves jewelry
2.	a limit that is related to time
3.	costs that are related to shipping
4.	a credit that is given by a store
5.	a refund that is made in cash
6.	a policy that is related to returns
7.	
8.	

2. Find two more compound nouns in the reading. Write them on the chart. Use adjective clauses to explain what they mean.
3. Work in a small group. Make a list of other compound nouns you know. Use adjective clauses to explain what they mean.

#### C Talk with a partner.

1. Are you a jewelry lover? What do you love to buy?
2. What's the most you have paid in shipping costs? What was it for?
3. Have you ever gotten a cash refund? For what? Why?

✓ Recognize synonyms in a reading and reasons for using them; identify and explain the meanings of compound nouns