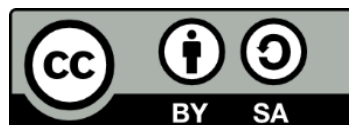


ΑΓΓΛΙΚΑ III

Ενότητα 5: Many Happy e-turns

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Ευρωπαϊκή Ένωση
Ευρωπαϊκό Κοινωνικό Ταμείο



ΥΠΟΥΡΓΕΙΟ ΠΑΙΔΕΙΑΣ ΚΑΙ ΘΡΗΣΚΕΥΜΑΤΩΝ
ΕΙΔΙΚΗ ΥΠΗΡΕΣΙΑ ΔΙΑΧΕΙΡΙΣΗΣ

Με τη συγχρηματοδότηση της Ελλάδας και της Ευρωπαϊκής Ένωσης



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επένδυση στην κοινωνία της γνώσης
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Reading for Gist

1. What is the purpose of the text?
2. According to the text what must retailers do concerning returns?
3. What are some differences of online merchants from ordinary ones?

True or False?

1. Businesses are required to allow the return of unwanted products.
2. Frequently a merchant will charge the consumer for the return of software.
3. Before returning a product consumers must first obtain a Return Authorization Number.
4. Usually people must return a purchased item within two weeks.
5. Online merchants differ from conventional ones in that they do not offer guarantees.

Answer in your own words

1. What charges may an e-tailer charge in order to accept a return?
2. Why might a consumer prefer not to shop with a merchant not offering the possibility of a refund?
3. Why are some retailers called 'click and mortar' merchants?
4. What documents must a consumer submit with his claim?

Lexical cohesion: find phrases in the text related to: (1)

Buying products

e-commerce

Lexical cohesion: find phrases in the text related to: (2) ANSWERS

Buying products

- Merchandise,
- consumers,
- stores,
- merchants,
- retailers,
- purchasers,
- sales.

e-commerce

- Bought online,
- bought over the internet,
- e-tailers,
- e-turns,
- web site,
- cyber shopping.

Guess the meaning of the following words

- many happy **e-turns**.
- sales **solicited** at a consumer's home.
- If the information is not **posted**, contact the merchant.
- are you responsible for paying shipping and **handling** charges.
- if you discover that the merchant is not **honouring** its return policy, you have a **legitimate** complaint.

Match the words in the 2 columns to form common English phrases (1)

- | | |
|---------------|-------------------------|
| 1. operate | a. a guarantee |
| 2. attach | b. a complaint |
| 3. offer | c. a sale |
| 4. honour | d. a retail store |
| 5. dispute | e. Complaint |
| 6. file | f. Conditions |
| 7. legitimate | g. the charges |
| 8. solicit | h. one's returns policy |

Match the words in the 2 columns to form common English phrases (2) ANSWERS

- Operate a retail store
- Attach conditions
- Offer a guarantee
- Honour one's returns policy
- Dispute the charges
- File a complaint
- Legitimate complaint
- Solicit a sale

Fill in the blanks to complete the letter of complaint

Dear Sir,

I am writing to _____ (1) about the 'Get Fit Fast' Gym set I ordered after seeing it _____ (2) on TV.

When I received it by mail, I was _____ (3) to find that it needed assembling. I was surprised because this was not mentioned in the advertisement, let alone that the _____ (4) were not in my language.

To make matters worse, after finally managing to _____ (5) it, I found it particularly difficult to use, as it is obviously designed for near-professional athletes. Needless to say, your advertisement was _____ (6) , yet again, leading me to think that anyone can get fit using this 'easy to use' Gym set.

It will be an understatement to say that I am not _____ (7) with 'Get Fit Fast' Gym Set. I demand a full _____ (8) and to that end I enclose my invoice as _____ (9) of purchase.

Yours _____ (10) ,

Letter of apology: choose the correct phrase (1)

Dear Mr Brown,

On behalf of Zeus Tours, let me express/say my deepest regret for the trouble/inconvenience caused to you on your honeymoon trip to Spain.

The thing/ the matter has been looked into and it appears/ shows that a suite had indeed/ really been reserved for you but not at the hotel initially promised, as it was overbooked. Inevitably/ Unfortunately, we were informed of this change only after your departure to Barcelona and we made every effort to get/contact you in time but were unable to do so.

As/Concerning for the return flight from Madrid, with the stricter passport controls now exercised at international airports, delays are not uncommon and some connect flights are inevitably missed. However/ Despite, in our defense, let it be mentioned that we did manage to put you on the very next flight to Thessaloniki and provided accommodation at one of the finest hotels in proximity to Zurich airport. ...

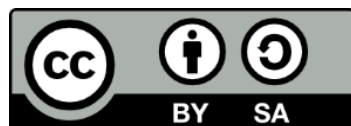
Letter of apology: choose the correct phrase (2)

Please accept our sincerest apologies/ forgive us. We are currently working on improvements on the online booking system to make sure that we are informed of changes or computer errors promptly and not at the expense of our clients. We are willing to offer you a full refund of the expenses of your Spanish honeymoon. Differently/ Alternatively, may we propose a week in Prague, all expenses paid?

Please let us know which offer you choose. In case/ On condition that you are interested in the trip to Prague, let me know so we can make all necessary arrangements.

Yours sincerely,
Horatio Caine.

Τέλος Ενότητας



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