

Unit 1

I'll take it!

Get ready to read

- A customer is returning an MP3 player to the store where he bought it. Who says these things – the customer (C) or the shop assistant (S)? (Make sure you understand the meaning of the words in *italics*.)
 - a Have you got the *receipt*? ☐
 - b I've checked, and it's still under *guarantee*. ☐
 - c I'd like to *exchange* it for another one. ☐
 - d You can have a *refund* for the full amount. ☐
- Underline the words in these sentences so that they are true for you.
 - I like / I don't like* watching movies.
 - I sometimes / never* go to the cinema.
 - I like / I don't like* watching films on TV.
 - I sometimes / never* rent DVDs.
 - I've got / I haven't got* a collection of DVDs.
 - I sometimes / never* watch films in their original version.

go to Useful language p. 82

A Contact your personal adviser

- 1 Roberto has been to an electrical store and bought a DVD player. Look at the receipt and answer these questions.
- a When did he buy the DVD player?
 - b How much did it cost?
 - c What should he do with the receipt? Why?

Learning tip

We use a technique called scanning when we search a text for a particular word or words. This involves looking quickly at the text without considering the meaning. Once we have found what we are looking for, we may then read the text around the word(s).

- 2 Look at the leaflet on the opposite page. Roberto got this leaflet when he bought the DVD player. Underline the words *exchange* and *refund* as quickly as you can. (Note: both words appear more than once!)

- 3 Now read the first section and answer these questions.

- a Under what circumstances could Roberto get an exchange or a refund?
- b Is there a time limit?
- c In what condition would he have to return the DVD player to the shop? (Note: Roberto didn't get any gifts or accessories with the DVD player.)

- 4 Now read the second section and answer these questions.

- a Under what other circumstances could Roberto get an exchange or a refund?
- b What is the time limit for getting an exchange or a refund?
- c In what condition would he have to return the DVD player to the shop?

Branch: 240 OXFORD MK/PL

Till: 2

Receipt: 024530

Date: 24/09/20_

Operator: 31 KARIM

Time: 10:54

THANK YOU FOR YOUR CUSTOM
FOR FURTHER ASSISTANCE PLEASE
CONTACT YOUR PERSONAL ADVISOR:
KARIM
Assistant 31
On 08706087182

SALE

Assistant 31 KARIM

SAMSUNG DVD-1080P7 DVD PLAYER

£69.99

1 x 0000868202 @ £69.99

AMOUNT DUE

£69.99

TOTAL TENDERED

£69.99

PLEASE KEEP YOUR RECEIPT. IT MAY BE
REQUIRED FOR REFUNDS OR EXCHANGES

Thank you for shopping with us

1 Changed your mind?

If you bought your product in one of our stores and have now changed your mind, we will exchange or refund it within seven days of purchase. This does not apply if the item was specially ordered for you or was a fully guaranteed exchanged product.
The product must be:

- Unopened (with any seal intact)
- Unused
- Returned complete with any free gifts you received with the product.

Contact your local store with your receipt details to arrange your refund or exchange.

2 Your Guarantee

The following are guidelines. We treat each case on its individual circumstances.

- We will always offer you the choice of an exchange or refund if your product develops a fault within 28 days of delivery.
- To receive a refund, the product must be in otherwise “as new” condition complete with all accessories and free gifts supplied with it. If possible, please return the product in its original packaging.
- If your product develops a fault within 12 months of purchase, we will offer a prompt repair service.
- To obtain a repair for your product, call the relevant helpline number on the back page of this leaflet. If your product is not listed, return it to your local store.
- This guarantee does not cover faults caused through accident, neglect, misuse or normal wear and tear.
- Faulty software, pre-recorded video tapes, DVDs, Minidisks and CDs will be exchanged for the same title or refunded.

3 Our Price Promise

In the unlikely event that you find a cheaper identical product or offer immediately available from another retail store within 10 miles of your local store we will not only match their price but also give you an extra 10% of the difference. Our Price Promise also applies for up to 7 days after you make your purchase with us; just bring your receipt to claim your refund. This Price Promise does not apply to clearance or ex-display products, special orders, closing down sales, members only, extended warranty prices, Internet or telephone order line purchases.

Focus on ...
the negative prefix
un- with past participles



- 1 The prefix *un-* means ‘not’ as in the verbs *undo*, *undress*, *unload*. *Un-* can also be added to a past participle to make a negative adjective, e.g. *unexpected*, *unfinished*, *unknown*. Underline two examples of *un-* + past participle in the first section of the leaflet.
- 2 Complete these sentences with *un-* + the past participles of the verbs in the box.

aid answer commit cut employ speak

- a Questions from local residents remained
...unanswered... .
- b Since his accident, he hasn’t been able to walk
..... .
- c He’s been for over a year.
- d Five senators have admitted they are still
..... on the taxation question.
- e There’s an assumption in the department that Sue will take over the post when Ian leaves.
- f We saw the original, version of the film.

5 Now read the third section and answer these questions.

- a Why does this section mention *refund* – but not *exchange*?
.....
- b Under what circumstances could Roberto get a refund?
.....
- c Is there a time limit?
.....

6 How much refund – if any – would Roberto get if he saw the same DVD player for £59.99 in the following situations?

- a in another shop in Oxford on September 26th
.....
- b in another shop in Oxford on October 10th
.....
- c in a shop in London (90 kilometres / 60 miles from Oxford)
.....
- d on the Internet on September 26th
.....

7 Do you always keep receipts? Have you ever needed one?

Unit1 I'll take it!

B It's a great movie!

- 1 Roberto wants to buy a DVD to watch on his new DVD player. His friend Ivan has told him about a couple of films. Read what Ivan says in a and b on the right. Do you recognize these films? What are they called?
- 2 Roberto has found one of the films that Ivan mentioned. Look at the back of the DVD case quickly. Match the film with one of the descriptions in Exercise 1.

- a This film is set in a prison in the 1930s, I think. The main character is a prison guard, and the film is about the relationship he has with one of the prisoners. This man has committed an awful crime and he's on death row, but he's really a gentle giant. He's even afraid of the dark!
- b It's about two men who meet in jail. The older one has been there for years. The other one, who's the main character, never expected to end up in jail. The men are from very different backgrounds, but they become great friends. They help each other and learn a lot from each other. And I don't want to tell you the ending!

Did you know ...?

Academy Awards are annual cinema prizes. They have been awarded since 1927 by the American Academy of Motion Pictures. An Academy Award is often referred to as an 'Oscar'. The origin of this nickname is unknown, although one theory suggests that academy librarian and eventual executive director, Margaret Herrick, said that the small statue looked like her Uncle Oscar. The name was well enough known for Walt Disney to use in his 1934 acceptance speech.

- 3 Underline the information on the back of the DVD case which gives the answers to these questions.
- a What happened to the main character before he went to jail?
- b What happens to the main character while he is in jail?

THE SHAWSHANK REDEMPTION

Nominated for seven Academy Awards® including Best Film and Best Actor, this film is an extraordinary tale of hope, friendship and survival inside a maximum security prison.

City Banker, Andy Dufresne (Tim Robbins), arrived at Shawshank Prison in 1947, convicted of two brutal murders. He received a double life sentence. He discovers that when they send you to Shawshank State Prison for life ... that is exactly what they take.

Within the confines of Shawshank, Andy forms an unlikely friendship with the prison "fixer" Red (Morgan Freeman). He also becomes popular with the warden and the prison's guards, as Andy is able to use his banking experience to help the corrupt officials amass personal fortunes.

With an extraordinary twist in the tail, Andy finds that survival comes down to a simple choice – get busy living or get busy dying.

CASTLE ROCK ENTERTAINMENT PRESENTS A FRANK DARABONT FILM
TIM ROBBINS MORGAN FREEMAN "THE SHAWSHANK REDEMPTION"
BOB GUNTON WILLIAM SADLER CLANCY BROWN GIL BELLAWS AND JAMES WHITMORE AS "BROOKS"
MUSIC BY THOMAS NEWMAN EDITED BY RICHARD FRANCIS-BRUCE
PRODUCTION DESIGNER TERENCE MARSH DIRECTOR OF PHOTOGRAPHY ROGER DEAKINS, B.S.C
EXECUTIVE PRODUCERS LIZ GLOTZER AND DAVID LESTER
BASED ON THE SHORT NOVEL RITA HAYWORTH AND THE SHAWSHANK REDEMPTION BY STEPHEN KING
SCREENPLAY BY FRANK DARABONT PRODUCED BY NIKI MARVIN
DIRECTED BY FRANK DARABONT

SPECIAL FEATURES

THEATRICAL TRAILER

INTERVIEWS

BIOGRAPHIES

SUB-PLOTS

© 1994 Castle Rock Entertainment
Main Soundtrack: English

Dolby Surround

Subtitles: None

Feature Length: 137 minutes

DOLBY DIGITAL

15 Suitable only for persons of 15 years and over



12 Social and Travel

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www.cambridge.org

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4 Here are some other things that Ivan says about *The Shawshank Redemption*. Read each statement and scan the back of the DVD case quickly and find out if he was right or wrong. Put a tick ✓ or a cross X and note any further information the DVD case gives you.

- a It's quite an old film – it was released in the early 1990s, I think. ☐

d The director isn't very famous – I've never heard of him. ☐
- b It's quite long – more than two hours, I think. ☐

e I'm not sure, but I think Tom Hanks played one of the characters. ☐
- c I seem to remember that one of the actors got an Oscar nomination. ☐

f It's based on a book by someone famous. ☐

5 The title *The Shawshank Redemption* refers to what happens in the film. *Redemption* means 'when someone is saved from evil, suffering, etc.'. Who do you think is likely to be saved?

6 If you haven't already seen *The Shawshank Redemption*, would you be interested in seeing it? Why? / Why not?

7 Read this review from the Internet. Does this influence your decision about seeing the film?

http://www.dvdreviews.com/theshawshankredemption

THE SHAWSHANK REDEMPTION

★★★★★ The best movie ever made
by priya 42174

127 of 143 people found this review helpful

When I first started watching this movie, I was like, oh great, another slow movie about prison life. Somewhere along the way, I forgot I was watching a movie. I became so engrossed in it that I felt like I was in the film, and part of it.
The movie is absolutely riveting, the narration is incredible, and the story ... wow, what a story! Put that together with a great cast and one of the best endings of all time, and you have a timeless classic.

EXtra practice

Find other reviews of *The Shawshank Redemption* on the Internet. Alternatively, watch the film in English.

Class bonus

Choose a film you have enjoyed. Write a short review. Create a review noticeboard in the classroom. Will you follow any of your friends' recommendations?

Can-do checklist

Tick what you can do.

I can scan a text for specific words and information.

I can understand what a guarantee covers.

I can follow a recommendation and choose a film to watch.

Can do

Need more practice