

# Sample Assessment for Functional Skills English Reading Level 1

## Faulty Product

Source Documents

**Note:**

**These materials relate to the Functional Skills English assessments that will be in use from September 2015**

**3748-010**  
**Level 1 Functional Skills English**  
**Reading**  
**Sample Assessment 2**  
Faulty Product



Source documents

**Do not write your answers in this booklet as this will not be marked.**

**All answers should be written in the space provided on the question paper.**



Date as postmark

Dear Customer,

Thank you for your letter informing us of your recent purchase of a vacuum cleaner and the difficulties which you have experienced. We have noted the points which you raise and your request for a refund. However, we have not been able to find a manufacturing fault with your product.

I appreciate that some stores allow goods to be returned even when they have been damaged through misuse, which we believe to be the case in this instance. I would stress that this is a goodwill gesture by the stores, but is not required by law. As we are confident of the high quality of our goods, and user instructions are always included in the box, we do not offer refunds to customers if no manufacturing fault is found. I have included the relevant sections of our returns policy below (the complete document can be viewed on our website).

### **Non-faulty items**

1. **Refund:** Appliance World does not provide a refund for non-faulty items.
2. **Exchange:** Items returned within 28 days can be exchanged for an Appliance World voucher or product to the same value, provided the returned item is unused and in perfect condition.
3. **Proof of purchase:** In order to obtain an exchange the customer must provide a receipt. Where the original purchase was made with a credit or debit card, the same card must be provided.

### **Faulty items**

In the extremely rare event that one of our products is faulty, the customer must demonstrate that it was a manufacturing fault, and not caused by careless handling, wear and tear or failure to follow the manufacturer's instructions. If this can be proved, we can offer:

- A full refund to your credit or debit card
- An exchange for a product of equal value
- A voucher for £10 more than the original cost – no one else offers this!
- A repair of the product with a new 12 month guarantee

From our experience, many problems have occurred because the purchaser failed to follow the user instructions. If you have lost yours, we would be happy to send replacement instructions. Alternatively, they are available through the manufacturer's website.

If you are not happy with our decision and wish to take the matter further, please complete our online complaint form, which goes directly to our head office. We hope this has not put you off shopping at Appliance World, the shop with more products on display than any other.

Yours faithfully,

*LButler*

Manager

Appliance World, Hurlfield store

1-5 Long Eaton Street, HURLFIELD, HR13 7AG, 0114 531 2836, [hurlfield@applianceworld.com](mailto:hurlfield@applianceworld.com)

Member of the Institute of Customer Service – Charter available to view on our website.

http://CitizensAdviceBureau/citizensadvice/consumer/faultygoods



# Adviceguide

online help from Citizens Advice

**HOUSING**   **CONSUMER**   **LAW AND RIGHTS**   **EDUCATION**   **TAX**

You are here > citizens advice > consumer > faulty goods

### Useful links

- Getting an expert opinion
- Making a complaint
- CAB near you

## Faulty goods

Under the Sale of Goods Act 1979 you have a right to return something and get your money back if it's faulty. However, the first thing to do is to take your item back. Even if the trader can see nothing wrong with it, you may still have a right to a refund or to have the item repaired or replaced if you can demonstrate that it is faulty, perhaps through a video recording. You can only claim a refund if you return it within 28 days; after this you are only entitled to a repair or replacement. If the fault was caused during production, you are always entitled to a refund. To prove where you bought the product always take the receipt with you. If you have misplaced yours, a bank statement may serve as proof.

If your item was bought online, over the phone, or by mail order after 13 June 2014, you have additional rights. These are detailed in the Consumer Contracts Regulations. Any item bought 'at a distance' (away from the trader's premises) is covered. For more information click on the Laws and Rights link above or call into your local Citizens Advice Bureau.

### What if the trader doesn't agree to put things right?

If this happens you may want to make a complaint, and this is something we can help you with. Alternatively, you may want to get an expert opinion and once again we will be able to point you in the right direction. A third option is to research the issue yourself, but using our advisors to assist you often provides better results.

### A trader may refuse to take responsibility in the following situations:

**Accidental damage**  
The trader doesn't have to give you your money back. (Check your home insurance or the product insurance to see if accidental damage is covered.)

**Not caring for it properly**  
If something is damaged because you didn't look after it properly, the trader won't have to refund you.

**Misusing the goods**  
A trader isn't responsible for damage or faults if you used the goods for something they're not meant for.

**Normal wear and tear**  
If the fault or damage has been caused by ordinary wear and tear, the trader doesn't have to give you your money back.

**If a fault comes and goes**  
If you think that something is faulty but the trader can't find anything wrong, keeping a diary of when the fault happens can be useful. This may help to persuade the trader to give you an exchange or a refund. You could also take a photograph or, if at all possible, take it to the trader as the fault is occurring.

Once the trader has agreed to refund you, to prevent any further hiccups, if you paid by card make sure you take that card with you as retailers will not give you cash. If possible, take the original packaging with you.

As a last thought, consider that your item may not be broken; it may be something you are not doing correctly. Reading the manual or searching online for instructions on how to use your product might give you the solution to the problem.



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