

## STEP 2級 模擬問題演習

次の英文の内容に関して、(1) から (3) までの質問に対し最も適切なもの、または文を完成させるのに最も適切なものを1, 2, 3, 4 の中から一つ選びなさい。

From : Roger Wilson <bellco@newcent.com>

To : Milton Johnson <ktc63v@dotdot.com>

Date : May 10, 2003

Subject : Laptop computer

Dear Gentlemen,

We received your letter of May 7 informing us that some of the laptop computers we sent to you arrived in a damaged condition. We at once thoroughly investigated the matter and discovered one of our employees had mistakenly packed and shipped 3 laptop computers FFN-35 instead of FFN-33 and one of them was badly scratched.

We will replace for free any wrong shipment or defective product within the first month using the address stated below. During that 30-day period we will reimburse the person who paid for the order. All items should be carefully packaged to prevent damage to them while in transit.

However, due to the slim margin, we will not be responsible for the reimbursement of any shipping related costs. The correct item will be shipped to you immediately after the wrong shipment is received.

We understand how frustrating it would be to receive the wrong item. I hope that the delay will be short.

Roger Wilson

Customer Service Department ABC Computers

St. Petersburg, Florida 33603

(1) Milton Johnson

- 1 shipped the wrong computers to the customer.
- 2 received the faulty shipment and damaged product.
- 3 will replace the FFN-33 with FFN-35.
- 4 received a complaint letter from Customer Service Department.

(2) What is the problem with the laptop computers?

- 1 Some of parts in the computers were missing.
- 2 The factory worker dropped some computers off the assembly line.
- 3 They are not under warranty.
- 4 One of them had a defect on the surface of the computer.

(3) What does Mr. Roger Wilson suggest to the customer?

- 1 The customer will have to pay for shipping costs.
- 2 Handling cost is charged in transit.
- 3 The delay will be less than thirty days from the shipping day.
- 4 The shipping cost will be discounted in the next order.