

Revisiting the Diagnostic Test (questions 1-10)

Re-examine the consumer return form from Tru-Form Clothing, Inc. An explanation of why a specific choice is right follows each question. The SOLs are also included. Before you begin to analyze this form and its questions, check out how well you did on the test. Your task is to determine why you missed the questions you highlighted on your diagnostic chart. Check one of the following:

- excellent (9 or 10 right) good (7 or 8 right) need practice (6 or less)

What am I supposed to learn?

TRU-FORM CLOTHING, INC

2 Tru-Form Lane Oilville, VA 12345-0000 1-800-555-1234

Returns as easy as 1-2-3—choose the most convenient for you

Part A

- To return Internet or catalog orders at a Raymond's store, follow these guidelines:
 - Bring the items you wish to return and the original packing slip to any participating Raymond's store where Tru-Form Clothing merchandise is sold.
 - You will receive a return confirmation from Raymond's. Please choose one of these options: a credit to your charge card, a refund check, or a Tru-Form Clothing gift card.
 - Exceptions: Raymond's cannot accept certain returns, including those from Tru-Form Clothing retail stores, planetshop.com, or Tru-Form Clothing Business Outfitters.
- To use the Easy Return label and pay a flat fee of \$6.50 which will be deducted from the amount of your refund, follow these guidelines:
 - Detach and return the original packing slip.
 - Detach and include the Return Form, telling us how you want your return processed. Indicate reason for return and reorder instructions, if any.
 - Securely package your return and affix the Easy Return label. Give package to your mail carrier, or drop it off at any U.S. Post Office or collection box.
 - Exceptions: Service not available for Business Outfitter, Canadian or International orders, or large bulk items.
- To do it yourself with the shipper of your choice, follow these guidelines:
 - Detach and return the original packing slip.
 - Use the regular return label addressed to: Tru-Form Clothing, Inc., 2 Tru-Form Lane, Oilville, VA 12345-0000.
 - Include the return form telling us how to process your return. Indicate the reason for return and reorder instructions, if any.
 - Securely package your return and send it to us using an insured shipper of your choice.
 - Pay for the postage up front.

What is the organizational pattern of Part A?

Part B

What is the organizational pattern of Part B?

How would you like us to handle your return/exchange? Please check one:

- Refund Gift card Exchange (Please fill out Reorder form below) In-store credit

Return form:

List item(s) you are returning, including reason for return (see chart w/ numbers below).

Reason(s)	Description	Item number	Color	Price

10 too small	14 wrong monogram
11 too large	15 do not like color
12 defective	16 wrong style
13 wrong color	17 other

Additional reasons:

Reorder form

Item number	Description	Size	Color	Qty	Price
				Sales Tax	
				Total	

1 In order to avoid paying a fee to return an item, the customer must —

- A use the Easy Return label
- B use the original packing slip
- C take the item to a participating Raymond’s store
- D take the item to a U.S. Post Office

This question refers to SOL 11.4e, which requires a student to analyze information and then draw a conclusion. Part A enumerates its text by using bullets. When you skim to find the answer, you will see that the first bullet refers to what you do to return an item to a **participating Raymond’s store**. There is no statement about a fee. However, the other options mention an additional fee. The answer is C: take the item to a participating Raymond’s store.

2 In Part A, the return information does *not* answer which of the following questions?

- F Where should the returned item be mailed?
- G Where are the participating Raymond’s stores located?
- H How does a customer use the Easy Return label?
- J How can a customer exchange an item?

This question refers to SOL 9.4d, and you need to identify questions NOT answered. To answer this question correctly, you need to look at all of Part A. From bottom-up, you need to spot the question answered in Part A and thus eliminate that choice. Slash the trash until you conclude that G is the only question NOT answered. Always proceed with caution when you see a *not* or EXCEPT. The answer is G: Where are the participating Raymond’s stores located?

3 The return confirmation mentioned in Part A means that a customer will —

- A receive a refund
- B receive an immediate cash refund
- C receive a gift card from Raymond’s
- D receive store credit at Raymond’s

This question refers to SOL 9.4c, which requires you to synthesize information. Here you are combining the parts in order to see the whole concept. Remember to read these choices bottom-up, and you will more than likely succeed in choosing the right answer. Store credit is never mentioned in Part A, and the gift card is for Tru-Form Clothing, not Raymond’s. Slash C and D. A cash refund is not an option; slash B. The answer is A: receive a refund.

4 In order to return and reorder an item, a customer must —

- F bring the item to a Raymond's store
- G complete the return confirmation form
- H use the Easy Return label and pay the fee
- J complete the return and reorder forms

This question refers to SOL 10.4a; you need to analyze and apply information. The purpose of this form is to figure out how to return and to reorder an item. To do this successfully, the consumer must recognize the format of this form and interpret a lot of information. Again, when reading bottom-up, J seems the logical choice. However, test the other choices before bubbling in your choice, which for this question is J: complete the return and reorder forms.

5 Which of the following *must* accompany a return?

- A The original order form
- B The original packing slip
- C A letter with instructions
- D Reasons for returning the item

This question refers to SOL 9.4f, which requires you to read and follow instructions in order to complete a task. When you re-read Part A, you will see that in all three sections the consumer needs to attach the packing slip in order to receive a refund or store credit; therefore, you must conclude that a packing slip is mandatory. The answer is B: the original packing slip.

6 Participating Raymond's store suggests that —

- F customers may return a Tru-Form Clothing item at some Raymond's stores
- G customers may return and reorder at a Raymond's store
- H customers may return a Tru-Form Clothing item at all Raymond's stores
- J customers may return all planetshop.com orders to any Raymond's store

This question refers to SOL 10.4a. In order to successfully return an item, you need to analyze and apply the information found in this form. To answer this question, the consumer must be able to first define the word participating in order to know which Raymond's store will accept the returned merchandise. Once that word is defined, the task can be completed. Remember to read bottom-up; slash the trash. The answer is F: customers may return a Tru-Form Clothing item at **some** Raymond's stores.

7 This is a vocabulary question. See Chapter 2.

8 The Easy Return label and flat fee do *not* apply to —

- F items purchased from the catalog
- G international orders
- H Internet orders
- J items purchased over the phone

This question refers to SOL 10.4b; you skim the form for the section that contains the words Easy Return label and flat fee. Then you must look for what is NOT there. The fourth bullet in section 2 lists the exceptions to returns. Read closely and eliminate the false choices. The one statement that is true is G: International orders are NOT applicable.

9 In Part B, a customer gives reasons for returning an item by —

- A completing the reorder form
- B calling the 800 number
- C emailing Tru-Form Clothing, Inc.
- D using the numbers on the return form

This question refers to SOL 9.4f, following directions for the second part of this form. Remember that the consumer’s job is to figure out how to return an item. Be careful because suddenly you are looking at Part B instead of Part A. By reading bottom-up and proving three statements false, the consumer can deduce that choice D is correct: using the numbers on the return form.

10 If a customer ordered the wrong item, what should that customer list as the reason for returning the item?

- F Too small
- G Too large
- H Other
- J Defective

This question refers to SOL 10.3c, which asks you to infer. This is a true application question. Here the consumer is presented a problem and must figure out how to carry out the process. First, you must identify the organizational pattern of Part B. Information is presented spatially, or by charts/boxes. Each box contains a different action. The consumer should look for the box that identifies reasons for return. Since there is no box that specifically lists “wrong item,” then the box labeled “other” is the correct choice. Choose H: Other.

 Why did you miss the ones you missed?
