Life-skills reading

**JedsSports.com**

RETURNED-MERCHANDISE FORM

Please complete this form and send it with the returned merchandise within 21 days to JedsSports.com, 3209 W. Foster Ave., Chicago, IL 60625. Include a copy of the invoice and the original packaging. Call us for a Returned-Merchandise Authorization number (M–F, 8 a.m.–5 p.m., CST) at 800-555-4143.

<table>
<thead>
<tr>
<th>Name: Rita Miller</th>
<th>RMA#: 98704370</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address: 271 Dade Drive</td>
<td>City: Largo</td>
</tr>
</tbody>
</table>

**Check one:**
- **Exchange**
- **Store Credit**

**List items for return:**

<table>
<thead>
<tr>
<th>Item #</th>
<th>Description</th>
<th>Size</th>
<th>Color</th>
<th>Reason</th>
<th>Additional Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>P4103</td>
<td>sweatshirt</td>
<td>medium</td>
<td>red</td>
<td>wrong size</td>
<td>I ordered a large.</td>
</tr>
</tbody>
</table>

**List items to receive in exchange:**

<table>
<thead>
<tr>
<th>Item #</th>
<th>Description</th>
<th>Size</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>P4128</td>
<td>sweatshirt</td>
<td>large</td>
<td>red</td>
</tr>
</tbody>
</table>

**A** Read the questions. Look at the returned-merchandise form. Fill in the answer.

1. Why is the buyer using this form?
   - **A** She wants her money back.
   - **B** She wants a store credit.
   - **C** She wants to exchange the merchandise.
   - **D** none of the above

2. What does the buyer need to include with this form?
   - **A** the invoice
   - **B** the item that she is returning
   - **C** the original packaging
   - **D** all of the above

3. Which statement is true?
   - **A** The buyer must return the items within 21 days.
   - **B** The buyer is satisfied with her purchase.
   - **C** The buyer needs a smaller sweatshirt.
   - **D** The buyer lives in New Jersey.

4. Which statement is not true?
   - **A** The buyer is returning one item.
   - **B** The buyer needs a different size.
   - **C** The merchandise was defective.
   - **D** The buyer wants the same color.

5. What does “RMA#” mean?
   - **A** returned-merchandise invoice number
   - **B** returned-merchandise authorization number
   - **C** credit card number
   - **D** none of the above

6. How did Rita get the RMA number?
   - **A** She e-mailed the store.
   - **B** She called an 800 number.
   - **C** She got it from the original invoice.
   - **D** It was written on the merchandise.

**B** Talk with your classmates. Do you think it is difficult to return or exchange merchandise at this store? Why or why not?