

# Come Together



Manuel  
**LUNA**  
Adriana  
**DEL PASO**



## **Estimada alumna, estimado alumno:**

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El libro de lecturas que tienes en tus manos es el resultado del esfuerzo que realizan el gobierno federal, los gobiernos estatales, las maestras y los maestros para garantizar que todas las niñas, los niños y los adolescentes que cursan la educación básica en nuestro país cuenten con materiales educativos para construir su aprendizaje, y con ello alcanzar una educación de excelencia.

Tu libro de texto gratuito promoverá que te desarrolles integralmente, fomentará en ti el amor a la Patria y el respeto a todos los derechos; así reconocerás lo que te rodea, apreciarás tus fortalezas y sabrás lo que tu comunidad, México y el mundo necesitan y lo que puedes hacer por ellos.

En el marco de la Nueva Escuela Mexicana, la equidad y la calidad son premisas de la educación. Este libro ha sido seleccionado por los docentes de tu escuela, de entre las distintas opciones que la Secretaría de Educación Pública pone a su disposición y forma parte de los materiales educativos que se ofrecen para que, con el trabajo diario de maestras, maestros, autoridades y familias, alcances el máximo logro de aprendizaje y el fortalecimiento de los lazos entre tu escuela y tu comunidad.

Este libro ya es tuyo; es un regalo de todo el pueblo de México para ti. ¡Conócelo, cuídalo y disfrútalo!

**Distribución gratuita, prohibida su venta**

Reader

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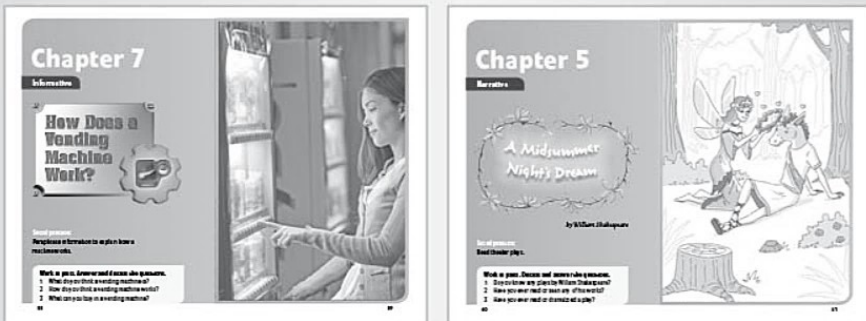
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# Welcome

This Reader is an interesting and entertaining learning tool to help you improve your level of English. You will find enjoyable informative and literary texts that will expose you to new language in varied contexts and will help you be a more successful reader.

The chapters for each unit are divided into:

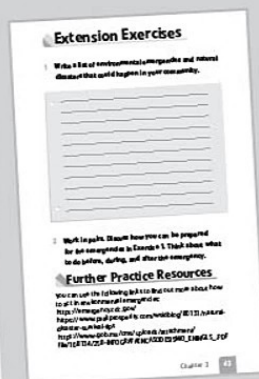


**Informative** – texts which teach you facts and general information

**Literary** – short stories and classic tales based on a variety of topics

Features of your Reader include:  
Activation box, Footnote word, Extension Exercises page, and Glossary pages.

Enjoy and have fun with your Reader!



**Key for glossary and footnote words**  
adj – adjective  
adv – adverb  
conj – conjunction  
exp – expression  
int – interjection  
n – noun  
prep – preposition  
pro – pronoun  
v – verb

# Chapter 1

## Informative



### Social practice:

Express complaints about a product.

### Work in pairs. Discuss the questions.

- 1 Have you ever received an unwanted or faulty present?
- 2 Do you always keep the receipts of things you buy?
- 3 There is a saying: "The customer is always right." Do you agree?





When you buy products or services you become a consumer, and as consumers we all have **rights** that protect us in case the product or service we bought was not to our complete satisfaction. Most people don't know these rights, and it is frequent that they keep the unwanted product and remain with a feeling of having lost their money.

You must know that there are six basic rights consumers have.

1 The right to safety: Consumers have the right to be protected from products and services that are either not safe or dangerous.

2 The right to be informed: Consumers have the right to know all the information about the product or service they are buying; for example, contents, place of origin, production date, etc., so that they can make an informed choice between products.

3 The right to choose: Consumers have the right to buy the product or service of their choice without anyone trying to influence their decision.

**right (n)** – something that you are morally or legally allowed to do or have



4 The right to be heard: Consumers have the right to be heard in case they have a **complaint**. That is why most countries have government institutions which protect consumer rights.

5 The right to compensation: Consumers have the right to compensation, retribution, or indemnification for a faulty product or service.

6 The right to a healthy environment: Consumers have a right to a safe and healthy environment.



**complaint (n)** – a written or spoken statement in which someone says they are not satisfied with something

Consumers can only return or ask for a refund of non-defective products or services if the company has a return **policy**. That is why it is important to read the company's return policy carefully before you buy a product or service. Stores and companies are not required to have a return policy, but if they do have one, they have to follow it.

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Where can I check the return policy?

- On receipts
- On signs in the store
- Online
- By calling customer services

Receipt items and prices:

SMOKED BRISAGE	2.32
MILD CHEDDAR	2.56
GRANULATED SUGAR	0.79
RASBERRIES 225G	2.99
LARGE ONIONS	0.95
ITAL PARMESAN	2.47
GRAPES RED LSE	1.56
0.625kg @ 2.49/kg	0.24
TOMATO PUREE	1.99
DRIED PINEAPPLE	0.21
CHOPPED TOMATOES	0.21
CHOPPED TOMATOES	0.76
SKIMMED MILK	1.97
BREADED HAM	1.49
WHOLEWHEAT FUSILLI	1.99
MINIY RAPS	1.25
MINIY RAPS	1.25

**policy (n)** – a set of plans or actions agreed on by a government, political party, business, or other group

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### What do I need to return an item?

- **The receipt or gift receipt:** Always keep your receipt and take it with you to the store when you return your item.
- **The original packaging and tag:** It is very important to keep the original packaging and tag, so don't throw them away until you are sure you are happy with the item you bought.



**Tip**

**Remember:**

Keep the original packaging! Most stores will accept returns as long as the item is unused, in perfect condition, and in its original packaging.

**receipt (n)** – a document that you get from someone showing that you have given them money or goods

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**What happens if I change my mind about something I bought?**

Customers cannot always get a refund simply because they do not like something, it is the wrong size, or they have changed their mind. In this case, stores usually offer store credit, but don't have any legal obligation to return a customer's money.

**What happens if I received a gift I don't want?**

There is no legal obligation for a store to exchange an unwanted gift, but most stores will usually exchange a gift for another similar item or provide store credit which customers can use to buy anything in the same store.

**Tip**

If you buy a gift for someone, make sure to ask for a gift receipt, so in case they don't like it or it doesn't fit, they can exchange the gift.

**refund (n)** – money that was yours that you get again, especially because have decided you do not want a bought item

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### What happens if the company does not have a return policy but the item is faulty?

Consumers have a right to return something and get their money back if the product or service is faulty, but this must be done within 30 days of purchase. If more than 30 days have passed, the retailer may repair or replace the item.

### What items cannot be returned?

- DVDs, music, and computer software if the seal or packaging has been broken.
- Perishable items like food and flowers.
- Specially made items that have been personalized; for example, an engraved ring.



**packaging (n)** – the boxes, bottles, plastic, etc. used for wrapping products so that they can be sold





Let's take a look at Tanya's experience. Her grandmother gave her a turtleneck sweater for her birthday, but Tanya feels that this kind of sweaters choke her. So, she decided to go to the store where her grandmother bought the sweater.

"Good morning! My name is Sandra. How can I help you today?" asked the store clerk.

"I would like to return this turtleneck sweater, please," replied Tanya as she took it out of the bag.

"What's wrong with it?" asked the clerk.

"Oh, nothing is wrong with it. It was a present from my grandmother, but I don't like turtleneck sweaters. I get **claustrophobic**."

"I'm afraid we don't give refunds if the item is not defective, but we could give you store credit that you can spend anywhere in the store to buy anything with the same price."

"That's perfect! Thank you."

**claustrophobic (adj)** – feeling afraid because you are in a small space or in a closed place