

Consumer Law II

EXEMPTIONS - key

- 1) (1) D
- (2) B
- (3) C
- (4) F
- (5) A
- (6) E

EXEMPTIONS - key

- 2) an exemption clause = a warning to the consumer by the supplier that no responsibility will be accepted in case of loss, damage or injury
- 3) „We are not responsible for damage to clothes“
„Do not leave any valuables in your car.“
„We are not liable for your injuries...“

EXEMPTIONS - key

- 4) - the exemption clause must be part of the contract
 - it is illegal to limit responsibility for death or personal injury resulting from negligence
 - limiting responsibility must be deemed reasonable

Linking exercise - KEY

- exemption clauses
- intermediate stipulations
- product liability
- Statute of limitations
- merchantable quality
- implied terms
- to discharge the contract
- to waive the right

- product liability

= odpovědnost výrobce za výrobek

= responsibility for damage or injury
caused by faulty goods

- Statute of limitations
- period of limitation
- limitation of action

limitation ... promlčení

Consumer's problem

order the phrases of the introduction to the shop-assistant and shopper conversation

The Dead Parrot

1. stunned = knocked unconscious
shagged out = tired
pining = heartbroken
kipping on its back = sleeping
nailed = fastened with a metal spike
nuzzling up = lean against

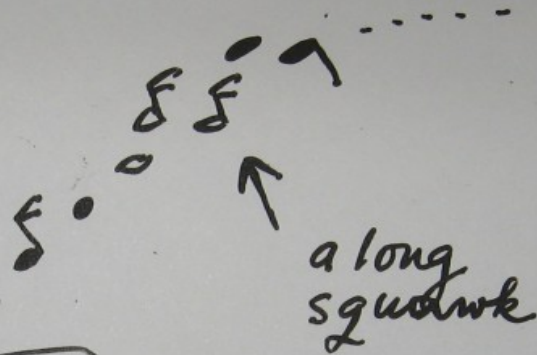
The Dead Parrot Vocab.



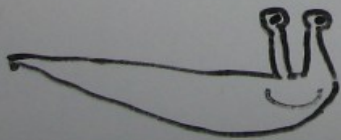
plumage



← perch



a long squawk



slug

The Dead Parrot

pushing the cage

resting

put 4000

had been nailed

fall flat

examining

stone dead

definitely deceased

lack of movement

The Dead Parrot

2. resting
3. stone dead
4. pushing the cage
5. definitely deceased
6. lack of movement
7. fall flat
8. examining
9. had been nailed
10. put 4000

Reported Speech

- He said: “I’m bored.”

→ He said that ...

Reported Speech

- He said: "I'm bored."

→ He said that he was bored.

Reported Speech

- He said: “Look at us.”

→ He ...

Reported Speech

- He said: “Look at us.”
→ He told ...

Reported Speech

- He said: “Look at us.”

→ He told me/us to look at them.

Reported Speech

- He said: “I went to Paris.”
→ He said that ...

Reported Speech

- He said: “I went to Paris.”
→ He said that had gone to Paris.

Reported Speech

- He said: “Marry will speak to you.”
→ He said that ...

Reported Speech

- He said: “Marry will speak to you.”
- He said that Mary would speak to me/us.

The Dead Parrot

- he wished
- had purchased
- was wrong
- was
- was resting
- would wake it up
- had examined
- had been nailed
- to replace
- were out of
- to go
- would replace

Formal letters in English

- typical features???

Formal letters in English

Which DOESN'T belong to formal letters?

I'm writing to...

Dear Mr Smith

I would appreciate if...

pretty sure

Yours faithfully,

I look forward to your answer

With love

Formal letters in English

Which DOESN'T belong to formal letters?

~~I'm writing to...~~

Dear Mr Smith

I would appreciate if...

~~pretty sure~~

Yours faithfully,

I look forward to your answer

~~With love~~

Formal letters in English

- Salutation

you know the name:

Formal letters in English

- Salutation

you know the name:

Dear Mr. Smith

...

Formal letters in English

- Salutation

you know the name:

Dear Mr. Smith

...

Yours sincerely

Formal letters in English

- Salutation

you don't know the name:

Formal letters in English

- Salutation

you don't know the name:

Dear Sirs OR Dear Sir or Madam

...

Formal letters in English

- Salutation

you don't know the name:

Dear Sirs OR Dear Sir or Madam

...

Yours Faithfully

Formal letters in English

- NO everyday, colloquial language; slang or jargon
- NO contractions (I'm; it's, we've, etc)
- NO emotive, subjective language (terrible, rubbish etc)
- use 'modal verbs' such as would, could and should.
- „Please send me“ → more formally „I would be grateful if you could send me“
- Don't overdo it though, and don't make your language too formal or maybe old fashioned.

Tips for formal letter

- as short as possible but not shorter
- clearly written
- clearly set out
- well structured – paragraphs
- appropriate in tone and style

A letter of complaint

- structure???

A letter of complaint

- structure - put into the right order:

closing

effect

problem (details)

solution

background

warning - optional

A letter of complaint

- structure:
 1. background
 2. problem (details)
 3. effect
 4. solution
 5. warning - optional
 6. closing

Work in pairs/groups

- 1) Write down a letter of complaint based on the sketch "The Dead Parrot"
 - start a new thread for your letter
 - leave out the addresses
 - pay attention to the appropriate style and structure
 - use at least two expressions from the "Consumer Law" linking exercise in a meaningful way

letters to the discussion forum:

- https://is.muni.cz/auth/df/complaint_20/
- https://is.muni.cz/auth/df/complaint_09/

Work in pairs/groups

2) Review the assigned letter - write down a coherent text commenting on the following:

- the content and the instructions
- the structure
- the level of formality
- the correct use of vocabulary and grammar
- the overall impression
- What do you appreciate on the letter?
- What could be improved in the letter?