

Questions 196-200 refer to the following advertisement, online shopping cart, and e-mail.

Sparky Paints, Inc. 

Sparky Paints, Inc., makes it easy to select the right colors for your home. Browse through hundreds of colors on our Web site, www.sparkypaints.com. Select your top colors, and we'll send free samples right to your door. Our color samples are three times larger than typical samples found in home-improvement stores and come with self-adhesive backing, allowing you to adhere them to your walls so you can easily see how colors will coordinate in your home. When you're ready to begin painting, simply select your chosen colors online, and we'll ship the paint of your choice to arrive at your home within 3-5 business days, or within 2 business days for an additional expedited shipping fee.

*Actual colors may differ slightly from what appears on your monitor. For this reason, we recommend ordering several samples in similar shades.

<http://www.sparkypaints.com/shoppingcart>

Sparky Paints, Inc.  

Order Summary #3397		Customer: Arun Phan	
Item	Size	Quantity	Price
Caspian Blue SP 237	n/a	1	\$0.00
Deep Sea Blue SP 298	n/a	1	\$0.00
Stormy Blue SP 722	n/a	1	\$0.00
Misty Gray SP 944	Gallon	2	\$50.00
Tax (8 percent)			\$4.00
Expedited shipping			\$18.99
Total			\$72.99

[Proceed to Checkout](#)

From: Arun Phan <arun.phan@tnet.com>
To: Customer Support <support@sparkypaints.com>
Date: March 12
Subject: Order #3397

Hello,

Thanks for sending my order #3397—it arrived this morning. Unfortunately, the paint was not the one I had asked for. I had selected color SP 944 but received SP 945 (Ocean Waves). They appear right next to each other on your Web site, so the two may have been confused at your end. Could you send me the correct paint, along with additional samples that are close in color to SP 722? That sample worked well in my house; the others looked too green on my walls.

Thank you,
Arun Phan

No. 196 In the advertisement, the word “top” in paragraph 1, line 2, is closest in meaning to

- (A) maximum
- (B) favorite
- (C) important
- (D) upper

No. 197 What are Sparky Paints customers advised to do?

- (A) Apply an adhesive to color samples
- (B) Visit a store to compare paint colors
- (C) Adjust the color on their computer monitor
- (D) Order samples of several similar colors

No. 198 What is most likely true about order #3397 ?

- (A) It arrived within two business days.
- (B) It included an extra sample.
- (C) It was shipped in February.
- (D) It contained four gallons of paint.

No. 199 Which color does Mr. Phan indicate that he likes?

- (A) Caspian Blue
- (B) Deep Sea Blue
- (C) Stormy Blue
- (D) Misty Gray

No. 200 What problem does Mr. Phan mention in his e-mail?

- (A) He received the wrong item.
- (B) He was charged the wrong price.
- (C) The delivery time was too long.
- (D) The instructions were too confusing.