

Cathy is a website designer and has promised her customer that the new website will be available by next weekend. Unfortunately, the modem that is built into her motherboard has been fried and she can't access the internet to publish the new web-site. Cathy runs to her neighborhood We Have It All computer store where she bought the computer.

The service department explains that they will have to send the computer out and it will take 3 weeks to get it back. Knowing this won't work, Cathy wanders over to the computer sales area trying to figure out what to do.

A salesperson approaches and asks if she can help. Cathy explains her problem. The salesperson suggests Cathy buy an external modem. After being told the price, Cathy isn't sure this is the best solution and hesitates. The salesperson says, “Look, go ahead and buy the modem, use it for your project and then bring it back. Our policy is to give a full refund if the customer is unhappy with their purchase for any reason.”

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Considering the ethical values discussed earlier, and using the Ethical Decision Making questions as a guide, determine whether Cathy will be unethical if she buys the modem, uses it, and then returns it for a full refund as the salesperson suggested.