

**Complete the sentences with the words in the box.**

**Then listen again and check**

charge      charges      discount      exchange  
online shopping      promotions      purchases      receipt  
refunds      send....back      serve  
service      shop      spend

1. Daisy says that markets are probably her favourite place to \_\_\_\_\_. She says you don't have to \_\_\_\_\_ much money there. But if you're a tourist, sometimes they can \_\_\_\_\_ you high prices.
2. Sean thinks that \_\_\_\_\_ is the best thing ever. He says if you spend a certain amount, you don't have to pay the delivery \_\_\_\_\_. If the item isn't right, you can usually \_\_\_\_\_ it \_\_\_\_\_.
3. Alec's favourite department store was offering a 10% \_\_\_\_\_ on some games. He also says they are really good about \_\_\_\_\_.
4. Rose uses store cards when she \_\_\_\_\_ items. Her favourite shop often has \_\_\_\_\_. Some of her schoolmates work in shops and they \_\_\_\_\_ her, which she thinks is nice. She often gets good \_\_\_\_\_.
5. Iris likes little shops. She says if you buy something and it's not right, it's easy to \_\_\_\_\_ it. You just have to show them the \_\_\_\_\_.