

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 \_\_\_\_\_.