

Online shopping is here to stay

Do you love it or hate it – or both?

THINGS WE LOVE

- ☐ You don't have to carry heavy bags any more.
- ☐ It's easy to send presents to people.
- ☐ You can do your shopping from work without anyone noticing.
- ☐ You can buy things from shops that aren't near you.
- ☐ You can do your shopping in your pyjamas, when it's cold and raining outside.
- ☐ Things are often cheaper than if you buy them in a shop.
- ☐ You don't have to push your way through crowds of people.
- ☐ Online shops are open 24/7.

THINGS WE HATE

- ☐ You do less exercise and interact less with other people.
- ☐ You can't get advice from a specialist shop assistant.
- ☐ You can't feel things or see exactly what they look like.
- ☐ Your shopping is always delivered when you're out.
- ☐ Supermarkets often substitute an item you ordered for something you don't want.
- ☐ Things are often bigger or smaller than you wanted because you didn't read the detailed description.
- ☐ Clothes or shoes often don't fit, or don't suit you because you weren't able to try them on.
- ☐ If something isn't right, it can be a problem sending it back or getting it changed.