

NAME: \_\_\_\_\_

## **READING PART 7: ONLINE SHOPPING**

**1. According to the text, what is the MAIN disadvantage listed first for online shopping?**

- A. The difficulty of finding expensive products.
- B. The risk of getting the wrong size or poor-quality items.
- C. Not being able to use a credit card.
- D. The need to hire a separate delivery person.

**2. Which sentence best describes the major advice given by the author?**

- A. Online shopping is too dangerous and should be avoided completely.
- B. You must always spend extra money when shopping online.
- C. Online shopping is useful, but shoppers need to be careful and do research.
- D. Delivery issues are the only major concern for consumers.

**3. When are delivery issues most likely to cause a delay in getting your product back after a return?**

- A. When items are purchased immediately after the holidays.
- B. When the product is low quality.
- C. When ordering close to busy holiday seasons.
- D. When the shopper fails to do any research.

**4. What does the text suggest about the actions of online retailers?**

- A. They have stopped selling products during the holiday seasons.
- B. They are ignoring complaints about delivery issues.
- C. They have already started working to solve the problems mentioned.
- D. They are introducing more costs for customers who return items.

**5. Why does the author use the phrase, "incurring extra costs by having to return the product"?**

- A. To show that returning items is always free for the customer.
- B. To explain *why* the product quality is often low.
- C. To highlight a specific financial consequence of receiving the wrong item.
- D. To suggest that retailers enjoy charging extra fees.

**6. What problem is mentioned as the second disadvantage for online shopping?**

- A. Shoppers find that prices online are usually too high.
- B. Retailers do not allow returns of low-quality goods.
- C. Problems related to delivery issues.
- D. The difficulty of knowing where to begin research.

**7. What must shoppers do to make sure they have a "satisfactory experience" while shopping online?**

- A. They need to order large items during the busiest seasons.
- B. They should only buy trending products.
- C. They must use caution and research before making a purchase.
- D. They should assume that all online products are convenient and cost-effective.

**8. By comparing online shopping to "traditional shopping," the author suggests that both methods:**

- A. Are generally risk-free activities that require no special attention.
- B. Require the shopper to take the same steps of caution and investigation.
- C. Only result in disadvantages during busy holiday seasons.
- D. Offer low-quality products more often than high-quality ones.