1 VOCABULARY shopping

a Complete the sentences.

1 We always book our flights on*line*.
2 We spent all day looking round the different stores in the sh_____ c_____.
3 Are you sure that jacket f_____ you?
4 My sister buys all her clothes at an ou_____ st_____ because it's cheaper.
5 There was a queue at the b_____ because all the novels were half price.
6 That's a lovely shirt. Why don't you t_____ it o_____?
7 They went to the ch_____ to buy some aspirin.
8 That shop is having a s_____. There's 20% off all winter coats.
9 I wouldn't buy that dress, if I were you. It doesn't s_____ you.
10 The sports section is on the top floor of the d_____ st_____.

making nouns from verbs

b Complete the text with the noun form of the verbs in brackets.

A month ago, I bought a video game online for my son's birthday. I got an order statement back which said that [1] *delivery* (deliver) would take about ten days. Two weeks later I began to worry. The seller had received my [2] _____ (pay), but the video game had not arrived. So I decided to make a [3] _____ (complain). I sent an email to the seller with a copy of the order statement as an [4] _____ (attach). I received a [5] _____ (respond) immediately which said that the seller would look into the incident. After that, I heard nothing for three days, so I sent another email demanding an [6] _____ (explain). This time I had more [7] _____ (succeed) and the seller said he would send another copy of the game. If I don't receive it before my son's birthday, I'm going to ask for [8] _____ (compensate).

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