

charge	discount	exchange	online shopping
promotions	purchases	receipt	refund
send	serve	service	spend

- 1 My aunt gave me some jeans but they didn't fit, so I took them back to the shop and asked for a
- 2 There's a on T-shirts at the moment – they're quite a lot cheaper than usual.
- 3 If you don't like something you've bought, the shop may let you it for something else.
- 4 My mum told me not to too much when I went out with my friends.
- 5 I always keep the when I buy something – I may need it if I want to take the item back to the shop.
- 6 They're very slow in that shop – it took them ages to me this morning.
- 7 Some shops a lot for clothes that you can find online for a much lower price.
- 8 I didn't like the colour of the shoes I'd bought online, so I decided to them back.
- 9 It's important for staff to provide good to their customers.
- 10 Some people prefer using their computer or phone to do instead of actually going to a shop.
- 11 Shops sometimes have to encourage people to try a new product.
- 12 I'm going to keep a list of all my this month to see how many new products

