



Listen to the five people talking about what they love or hate about online shopping.

1. Carol

I do a lot of shopping online. I love how convenient it is you know, I can be in my pyjamas and do the food shopping for the week, or clothes shopping. But one thing I hate about it, though, is how difficult it is to **sort out any problems** – because, you know, if you buy something in a shop, you go back to the shop and you sort it out, but if you've bought something online, returning it can be **a pain**, especially getting something replaced or changed if it's broken – **it's just a huge nightmare**.

2. Alex

I love online shopping. **I guess** because it's so convenient, because I can do it at any time of day or night, and I can do it from home. **I don't particularly like** going shopping, so that's a real bonus for me. But **I hate having to send things back**, particularly shoes. They never seem to fit when I buy them online.

3. David

I do quite a lot of shopping online. **Mainly** food – I usually do my supermarket shopping online. **What I like best is** that I don't have to take the shopping home. I live at the top of a hill, and I used to have to walk up the hill with a whole load of shopping bags. It was a real pain. The only thing I really don't like is that online,

it's easy not to notice what size the packets are, so you can **end up** with a huge packet of things when you only want **a tiny amount**. For example, I ordered a box of tea bags and I wanted a small box of forty bags, but I didn't read the description properly and I ended up with a huge box with four hundred and sixty tea bags!

4. Anna

I do a lot of online browsing, looking for things I might buy. Not really for clothes, more shopping for, kind of, cooking things, or things on Amazon, presents for friends – that sort of thing. **I love the fact that** you have access to **all kinds of shops**, and access to brands that you can't necessarily find in shops that are near where you live. But I don't like not being able to feel things or know exactly what the colours are – they're often different from what you see online.

5. Chris

I do a lot of shopping online because **I'm not very keen on** going to places where there are crowds of people and it's really busy. **It's great being able to avoid** the big department stores and shopping streets especially at weekends, where **you can hardly** walk on the pavement because there are so many people there.

The only thing I hate is people delivering things when I'm not in. Some companies are really good and give you a one-hour delivery window, but with others, they say they'll deliver between eight in the morning and seven in the evening, so you stay in all day – but then just when you need to go out for an hour, that's when they come. **That's so annoying**.

Glossary

Sort out problems: solve problems.

I guess.: I imagine, I suppose

Mainly: mostly, for the most part

All kinds of (shops): all types of (shops)

I'm not very keen on (shopping): I don't like (shopping) very much.

It's great being able to (avoid the big department stores): It's a good thing we can...

I can hardly...: scarcely, only just