

READING & VOCABULARY

SHOPPING & THE INTERNET / VOCABULARY:

1) Complete the chart below matching the verbs (a- f) with the collocations (1 – 6):

a	compare	1	a bill
b	influence	2	the conversation
c	listen to	3	a network
d	run up	4	prices
e	try on	5	the decision
f	access	6	a sweater

a	b	c	d	e	f

2) Use the collocations in activity 1 to complete the following sentences:

a I like to _____ before I buy anything expensive.

b His children have _____ of over \$300 by surfing on the Internet all day long.

c When she asked to _____ they told her they didn't have one in her size.

d To _____ you have to obtain a user name and a password from the administrator.

e Did you _____ about restructuring in the canteen yesterday?

f What factors do you think will most _____ on salaries?

3) Complete the anecdote using the words in the box:

button came charge clicked complain crashed download
 email message online pay reply security website

Why I will never buy anything on the Internet again

Ask most people how shopping will be in the future and inevitably they will mention the Internet. Well, the other day I had a bad enough experience shopping (a) _____ to put me off for life. I heard about a book you could download from a (b) _____ before it was published and sold in bookshops. As it was by an author I adore, I decided to investigate.

I found the page and read the information. They charged 30 euros for the (c) _____. Not a massive amount but you had to use a credit card. I completed the form with the endless details requested, including my (d) _____ address.

Finally I entered my credit card number, because they solemnly promised that there was no (e) _____ risk. When the payment was authorized – it took about a minute – a new screen appeared with a (f) _____ which said 'Download now'.

I (g) _____ on the button but nothing happened so I clicked again. Then a (h) _____ came up saying 'Download suspended due to network overload. Please try again later.'

Finally the system (i) _____ and I had to turn off the computer. When I reconnected, the same forms as before (j) _____ up but I didn't want to risk paying again, so I wrote an email to the company explaining the problem. I never got a (k) _____.

I assumed that as I never got the book I wouldn't have to (l) _____, but when I got my credit card statement at the end of the month I saw the (m) _____ for 30 euros was there. It was too late to do anything and there was no one to (n) _____ to. Okay, so it was only 30 euros – no big deal – but the question I ask myself is this: why risk buying online when it amounts to what is basically an act of faith? In any case, it will be a long time before I try buying something over the Internet again.