I. READING

II. b. Complete the sentences with one of the highlighted words/ phrases.

1. That coat is a bit old-fashioned. I think you should get something more _____.
2. You should change your passwords frequently so that _____ can't get into your computer.
3. We'll exchange your _____ if you return it within a month.
4. I put a _____ on the garage door to protect my car.
5. My friend said she would meet me outside the cinema, but she didn't _____ _____.
6. I forgot to _____ _____ of Facebook, and my boss read my messages.
7. Some people don't bother with a _____ these days- they only have a mobile.

Write your answers below.

1		5	
2		6	
3		7	
4			

Top tips for safe online shopping

Currently, nine out of ten people in the UK shop online at least once a month. Experts predict that our spending on the internet over the next five years will grow by 129%. Read on to find out how you can protect yourself when you are shopping online.

1 *E*

When you buy things on the internet, there is always a chance that something may go wrong. The product could be broken when you get it, or it might not turn up at all. If this happens, your credit card will offer you the best protection. By law, your credit card company will cover anything that costs between £100 and £30,000 if there are any problems with your order. Which is why a credit card is the best way to pay.

2 __

Make sure that your device, for example your laptop or tablet, is safe to use at all times. It should be protected by up-to-date anti-virus software, and you should also install a personal firewall, which will stop hackers attacking your system. Check that your firewall is turned on before you start shopping, and when you finish be sure to log out of the system, especially if you share your computer with other people.

3 __

Take a minute to look at the website before you buy anything. Check that the company has a geographical address as well as a landline telephone number, and write down these details. It is generally better to use sellers that you know about or ones that have been recommended to you.

4 __

Sellers should have a list of all your rights (for example what to do if you have a problem with the item you bought, or if it hasn't arrived) somewhere on their website, and you need to read this before you decide to shop there. If you can't find the list, you should probably choose a different website. As a general rule, online companies usually give their customers seven days to cancel their order if they change their minds about their purchase. This week is called a 'cooling-off' period.

5 __

A special icon on your screen will tell you if the website you are using is safe. The icon is in the shape of a padlock, and you can find it on the browser bar at the bottom of the screen. Another indication of a safe website is its address. The address should begin with 'https' and not 'http' – the *s* stands for secure.

6 __

The final stage of online shopping is the order confirmation. This is proof that you have bought a product from this company, and it contains the special reference number for your order. You should always print this information and keep it somewhere safe – you might need it if there is a problem.