

# 26) Shopping

## A Spending habits

### YOUR SPENDING HABITS

- Do you usually try to buy **goods** that are **reduced** in price?
- If there is something wrong with the goods, do you ask for a **discount**?
- Do people who sell goods in markets ever **charge** you too much money?
- Do you ever buy **used** goods online?
- Have you ever **placed an order** for anything very **valuable** online?
- Do you ever feel that what you have bought is not **worth** the money you paid?

#### GLOSSARY

<b>goods</b> <i>pl</i>	things that you buy and sell
<b>reduce</b>	make sth less or smaller in quantity, price, size, etc: <b>reduce the price of sth</b>
<b>discount</b>	money that sb takes off the price of sth to make it cheaper: <b>get/ask for a discount</b>
<b>charge (sb for sth)</b>	ask sb to pay a certain price for sth <b>charge n</b>
<b>used</b>	sth that has belonged to another person before <b>SYN second-hand</b>
<b>order</b>	a request asking for sth to be sent: <b>place an order; order v</b>
<b>valuable</b>	worth a lot of money <b>value n; What's the value of that ring?</b>

#### SPOTLIGHT *worth*

- 1 having a particular value:  
*The ring cost £200, but in fact it's **worth** £2,000.*
- 2 used as a way of recommending or advising.  
**Worth** is usually followed by a noun or an -ing form:  
*The local market is **worth a visit**.*  
*It's **not worth** asking Anna for money; she hasn't got any.*

#### 1 In each sentence, one word is missing, or there is one word too many. Correct them.

► He charged me / the petrol. for .....  
1 What the watch worth? .....  
2 They reduced down the price. .....  
3 We placed order for a new car. .....  
4 Did she charge to you for the coffee? .....  
5 I bought a second-of-hand car. .....

► I got for a discount. .....  
6 I ordered to some new glasses. .....  
7 We asked a discount. .....  
8 Is the market worth to seeing? .....  
9 There was no for drinks: they were free. .....

#### 2 Rewrite the questions using the words in capital letters. The meaning must stay the same.

► What's the car <u>worth</u> ?	VALUE	What <u>'s the value of the car</u> ?
1 Did you ask him to take some money off the coat?	REDUCE	Did ..... ?
2 Is the furniture <u>worth</u> a lot?	VALUABLE	Is ..... ?
3 Were the things you bought <u>expensive</u> ?	GOODS	Were ..... ?
4 Is the car <u>second-hand</u> ?	USED	Is it ..... ?
5 Did you <u>order</u> the new printer this morning?	PLACE	Did you ..... ?
6 What's the <u>value</u> of Julio's flat?	WORTH	What ..... ?
7 Did they ask you to pay for the <u>repairs</u> ?	CHARGE	Did ..... ?
8 Did the shop assistant bring the price <u>down</u> ?	DISCOUNT	Did ..... ?

#### 3 ABOUT YOU Write your answers to the questionnaire at the top of the page, or ask another student.



## B Making complaints

I had to make a **complaint** last week about a kitchen **gadget** that I bought in town. When I got home it didn't **work** properly, so I **took it back** to the shop and asked for a **refund**. As I didn't have the **receipt**, the manager refused, but said that he would **exchange** it for another one.

I ordered a **set** of glasses online, but when the **package** was **delivered**, two of the glasses were broken. I **sent them back** and the company sent me a new set immediately.

### SPOTLIGHT *take/send something back*

**take sth back** return to a shop with sth because you are not happy with it:

► I'm going to **take** these shoes **back** to the shop. They're uncomfortable.

**send sth back** return sth by post because you are not happy with it:

► She **sent** the shirt **back** to the seller and asked for a **refund**.

### GLOSSARY

#### complaint

When you **make a complaint**, you say that you do not like sth or are not happy with it. **complain** v

#### gadget

a small machine or useful tool

#### work

If a machine **works**, it goes correctly or does what it should do.

#### refund

money that is paid back to you because you are not happy with the goods you bought, or you have paid too much **refund** v

#### receipt

a piece of paper or an electronic document that shows you have paid for sth

#### exchange sth (for sth)

give one thing and get another thing for it

#### set

a group of things of the same kind that belong together: **a set of** keys

#### package

sth that is wrapped in paper, cardboard or plastic **parcel**

#### deliver

take goods, letters, etc. to the person they have been sent to

#### 4 Circle the correct word.

► I made a **complain** / **complaint** in the market about the quality of the fruit.

- 1 The computer keyboard doesn't **deliver** / **work** very well.
- 2 When did they deliver the **receipt** / **package**?
- 3 The shop is quite near here, so I'll **take** / **send** the phone back.
- 4 I had to **complain** / **complaint** about the service. It was terrible.
- 5 The postman **refunded** / **delivered** the parcel this morning.
- 6 Leo's got a complete **parcel** / **set** of Harry Potter books – all seven of them.
- 7 The customer **exchanged** / **complained about** the goods.
- 8 This **gadget** / **parcel** doesn't work very well. I'll have to send it back.

#### 5 Complete the dialogues.

► Can you prove you bought the jeans there? ~ No, I haven't got a **receipt** ....

- 1 Has the postman come with your **parcel** yet? ~ Yes, it was ..... this morning.
- 2 Are there six knives and forks in the box? ~ Yes, it's a complete .....
- 3 What does Molly want for her birthday? ~ Oh, some electronic ..... for editing photos.
- 4 Could you turn the heater on, please? ~ I'm sorry, it isn't .....
- 5 Did you say you were unhappy with the service? ~ Yes, actually I've made a .....
- 6 Did you return the package to the seller? ~ Yes, I've .....
- 7 Did you ask for your money back? ~ I did, and the seller has given me a .....
- 8 Did you take the jeans back to the shop? ~ Yes, and they ..... them for a bigger size.

#### 6 ABOUT YOU True or false? Write T or F. If false, change the sentences to make them true for you.

► Some of my gadgets don't work properly. **F** – I only have a few gadgets and they work OK.

- 1 I've never made a complaint in a shop. ....
- 2 I always take goods back if I'm not happy with them. ....
- 3 I've got a lot of gadgets, but they aren't always useful. ....
- 4 I always lose receipts when I buy things. ....
- 5 I don't like having to ask for a refund. ....
- 6 If I buy something online, it's always delivered very quickly. ....



### TEST YOURSELF