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

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

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

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

TEST YOURSELF

LIVEWORKSHEETS

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

LIVEWORKSHEETS