

1 Match the words to their meanings.

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|----|---------------------|-------|
| 1 | charge | _____ |
| 2 | customer service | _____ |
| 3 | discount | _____ |
| 4 | exchange | _____ |
| 5 | online shopping | _____ |
| 6 | promotion | _____ |
| 7 | purchase | _____ |
| 8 | receipt | _____ |
| 9 | refund | _____ |
| 10 | send something back | _____ |
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- | | |
|---|--|
| a | a piece of paper you receive when you buy something |
| b | money given back to you if you return something |
| c | take something back to a shop and replace it with something else |
| d | something that you buy |
| e | helping customers in a polite way |
| f | ask for money for a service or activity |
| g | a special offer on a product |
| h | shopping on the internet |
| i | return an item that you bought online |
| j | a lower price than usual for something |

2 Choose the correct answer.

- 1 The *customer service* / *online shopping* is excellent in this shop. They're really helpful to customers.
- 2 I saw an advertisement yesterday about a 20% *refund* / *discount* on all electrical items.
- 3 If the shorts don't fit, you can always *send them back* / *refund them*.
- 4 How much did you *shop* / *spend* on that new game?
- 5 I've lost the *refund* / *receipt*, but perhaps you have the information on your computer system.
- 6 When you work in a shop, you have to do more than just *serve* / *charge* customers.
- 7 There are some great *exchanges* / *promotions* at M&F – you can buy one item and get one free!
- 8 The watch shop doesn't *charge* / *spend* you if you need a new battery.
- 9 The sales assistant said that I could get a *receipt* / *refund* if I brought the jumper back within 30 days.
- 10 You don't always have to pay delivery *charges* / *receipts* when you shop online.

3 Complete the sentences with the words in the box. There are 10 words in the box.