

**1 Match the words to their meanings.**

- |                        |       |
|------------------------|-------|
| 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 to use.**