

1. The ... store has a wide range of products, from clothing to electronics.

- a. department b. shopping c. service d. complaint

2. I lost my ... card last week and had to cancel it.

- a. refund b. tag c. furniture d. credit

3. The store ... was very helpful and showed me several options.

- a. bargain b. assistant c. designer d. jewellery

4. The price ... was torn, so I couldn't see the price.

- a. tag b. cost c. style d. card

5. The store is having a big ... this weekend.

- a. refund b. sale c. department d. silk

6. The ... rooms were crowded, so I had to wait in line.

- a. try b. opening c. uniform d. changing

7. The store ... at 9 a.m. every day.

- a. opens b. cashes c. costs d. suits

8. The dress is by a well-known

- a. customer b. designer c. assistant d. damaged

9. The sale was a ..., so I bought several items.

- a. bargain b. refund c. fashionable d. cost

10. There was a long line at the

- a. complaints b. checkout c. service d. reduced

Fill in with the words: **damaged – queue – furniture - try on – complaint - refund**

I had to wait in a long ... to ... the new dress I bought. Unfortunately, when I got home, I noticed a small ... spot on the sleeve. I decided to return it and ask for a The store was very understanding and processed my ... quickly. I'm glad I didn't have to deal with any damaged ... like the time I bought a broken bookshelf.