

Complete the sentences with the words in the box.

Then listen again and check

charge charges discount exchange
online shopping promotions purchases receipt
refunds send....back serve
service shop spend

1. Daisy says that markets are probably her favourite place to _____. She says you don't have to _____ much money there. But if you're a tourist, sometimes they can _____ you high prices.
2. Sean thinks that _____ is the best thing ever. He says if you spend a certain amount, you don't have to pay the delivery _____. If the item isn't right, you can usually _____ it _____.
3. Alec's favourite department store was offering a 10% _____ on some games. He also says they are really good about _____.
4. Rose uses store cards when she _____ items. Her favourite shop often has _____. Some of her schoolmates work in shops and they _____ her, which she thinks is nice. She often gets good _____.
5. Iris likes little shops. She says if you buy something and it's not right, it's easy to _____ it. You just have to show them the _____.