

1 VOCABULARY shopping

a Complete the sentences.

- 1 We always book our flights *online*.
- 2 We spent all day looking round the different stores in the sh_____ c_____.
- 3 Are you sure that jacket f_____ you?
- 4 My sister buys all her clothes at an ou_____ st_____ because it's cheaper.
- 5 There was a queue at the b_____ because all the novels were half price.
- 6 That's a lovely shirt. Why don't you t_____ it o_____?
- 7 They went to the ch_____ to buy some aspirin.
- 8 That shop is having a s_____. There's 20% off all winter coats.
- 9 I wouldn't buy that dress, if I were you. It doesn't s_____ you.
- 10 The sports section is on the top floor of the d_____ st_____.

making nouns from verbs

b Complete the text with the noun form of the verbs in brackets.

A month ago, I bought a video game online for my son's birthday. I got an order statement back which said that ¹ *delivery* (deliver) would take about ten days. Two weeks later I began to worry. The seller had received my ² _____ (pay), but the video game had not arrived. So I decided to make a ³ _____ (complain). I sent an email to the seller with a copy of the order statement as an ⁴ _____ (attach). I received a ⁵ _____ (respond) immediately which said that the seller would look into the incident. After that, I heard nothing for three days, so I sent another email demanding an ⁶ _____ (explain). This time I had more ⁷ _____ (succeed) and the seller said he would send another copy of the game. If I don't receive it before my son's birthday, I'm going to ask for ⁸ _____ (compensate).

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