

You are going to read a text about the rights of a shopper. Some words are missing. Use the words in brackets to form a word that fits into each gap.

Know Your Rights !

If you are a regular _____ (SHOP) , you ought to make sure you know your _____ (CONSUME) rights. For example, did you know that TV, radio and newspaper _____ (ADVERTISE) have to tell the truth ? If they say something about a _____ (PRODUCE) that isn't true, they can be taken to court. Also, if you order something and you are promised _____ (DELIVER) before a certain date, you should get some money back if it doesn't arrive in time.

The general rule is : don't be afraid to make a _____ (COMPLAIN). And if a shop _____ (ASSIST) is _____ (HELPFUL) or rude, always insist on speaking to the _____ (MANAGE). The shop certainly doesn't want to lose one of its _____ (CUSTOM) . Now that more and more people are buying things online , shops have to do more for the _____ (HAPPY) of the buyers.

KEY:

If you are a regular SHOPPER (SHOP) , you ought to make sure you know your CONSUMER (CONSUME) rights. For example, did you know that TV, radio and newspaper ADVERTISEMENT (ADVERTISE) have to tell the truth ? If they say something about a PRODUCT (PRODUCE) that isn't true, they can be taken to court. Also, if you order something and you are promised DELIVERY (DELIVER) before a certain date, you should get some money back if it doesn't arrive in time.

The general rule is : don't be afraid to make a COMPLAINT (COMPLAIN). And if a shop ASSISTANT (ASSIST) is UNHELPFUL (HELPFUL) or rude, always insist on speaking to the MANAGER / MANAGEMENT (MANAGE). The shop certainly doesn't want to lose one of its CUSTOMERS (CUSTOM) . Now that more and more people are buying things online , shops have to do more for the HAPPINESS (HAPPY) of the buyers.