

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.