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.
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.