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.
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.