



LESSON 5: Activity 1

Fill in the blanks

Work together in pairs to fill in the missing letters in each sentence. To make your job easier the first sentence has already been completed and the word has been crossed out.

~~rights~~
law
refund

cooling-off
policy

entitled
price

faulty
purchase

illegal
receipts

1. You have the same consumer r i g h t s if you buy in a sale as you do if you buy at any other time of the year.
2. If you buy something in a sale and later find it is f _ _ _ _ _ you can return it.
3. If you return goods because they are faulty you are e _ _ _ _ _ d to a repair, replacement, reduction in price or a refund, depending on the nature of the fault.
4. Shops are not obliged to offer repairs, replacements, reductions in price or r _ _ _ _ _ s on faulty goods if you were told about the fault before you bought the goods.
5. Sometimes shops display signs saying 'No return on sales goods.' Signs like this are i _ _ _ _ _ if they mislead people about their consumer rights.
6. If you've bought something in a shop and you simply change your mind about it, you do not have rights under consumer l _ _ and the shop does not have to offer you a refund or a replacement.
7. It is worth asking about the shop's returns p _ _ _ _ _ if you are buying something during a sale. Some shops do have returns policies which say you can change your mind about something you bought and get a refund or a replacement. However, shops sometimes change their returns policy during sales.
8. If you buy something on sale from an online EU-based website you can change your mind and return the goods during the 14-day c _ _ _ _ _ - _ _ _ period, but you may have to pay to post the goods back.
9. It is really important to keep the r _ _ _ _ _ s of all goods you buy in the sales, as proof of p _ _ _ _ _ e and the p _ _ _ _ _ paid.