

Shopping Online: Easy, Fast, and Global

Today, millions of people around the world shop online. You do not need to visit a store. You only need a **device** — a smartphone, tablet, or computer. You **connect** to the internet and open a shopping website. Then you choose what you want and buy it. This is called making a **purchase**. Every person who buys something is a **customer**. Online shopping is very **available** — you can do it any time of the day or night, from almost anywhere in the world.

When you visit a shopping website, you can **search** for the item you want. You type the name into a box and the website shows you many options. There is a lot of **variety** — you can find books, clothes, food, electronics, and much more. Before you buy, it is a good idea to **compare** products. You can look at the **price** and read what other customers say. These are called **reviews**. A review tells you if a product is good or bad. Reading reviews helps you make a smart choice.

When you are ready to buy, you go to **checkout**. This is the step where you pay. Many people use a **credit card** to pay online. Other people use a digital wallet or a bank transfer. Shopping websites keep your **personal information** safe. They use special technology to make the payment **secure**. This means that other people cannot see your information. You enter your card number and address, and the website processes the **payment**. It only takes a few seconds.

After you pay, the store prepares your order. Then they send it to you. This is called **delivery**. Your items are put into a **package** — a box or bag. You can often **track** your order online. The website shows you where your package is and when it will **arrive**. Most online stores give you a **guarantee**. This means they promise that you will receive your items. If something goes wrong, the store will help you.

Sometimes, a product is not what you expected. Maybe it is the wrong size or color. Most online stores have a **return policy**. This is a set of rules about sending things back. If you are not happy, you can send the item back and get a **refund** — your money back. Some stores offer an **exchange** instead. This means you send back the item and get a different one. If you have a problem, you can contact the store and make a **complaint**. Good stores always try to help their customers.

Beyond the Headlines

Online shopping is very big business. The largest online shopping **platform** in the world is Amazon. It was started in 1994 by Jeff Bezos. At first, Amazon only sold books. Today, it sells almost everything. Amazon has more than 300 **billion** dollars in sales every year. Jeff Bezos is its **founder**. He had a simple idea: create an easy way for people to shop from home. When Amazon first started, people were not sure it would work. But Bezos decided to **launch** his idea anyway. Today, Amazon is the world's biggest **global marketplace**.

Vocabulary

Paragraph 1

device (n.)	(n.) A machine that you use for a specific purpose, like a phone or computer. <i>"She uses her device to shop online every week."</i>
connect (v.)	(v.) To join something to a network, like the internet. <i>"You need to connect to the internet before you can shop online."</i>
purchase (n.)	(n.) Something you buy; the act of buying something. <i>"He made a purchase on the shopping website."</i>
customer (n.)	(n.) A person who buys something from a store or business. <i>"The store has millions of customers around the world."</i>
available (adj.)	(adj.) Ready to use or get at any time. <i>"The website is available 24 hours a day."</i>

Paragraph 2

search (v.)	(v.) To look for something, especially on a website or the internet. <i>"She searched for a new jacket on the shopping site."</i>
variety (n.)	(n.) Many different types of things in the same place. <i>"The online store has a great variety of products."</i>
compare (v.)	(v.) To look at two or more things to see how they are different. <i>"He compared the prices before choosing the best deal."</i>
price (n.)	(n.) The amount of money you pay for something. <i>"The price of the shoes was very low online."</i>
review (n.)	(n.) An opinion written by a customer about a product. <i>"She read many reviews before buying the laptop."</i>

Paragraph 3

checkout (n.)	(n.) The step in online shopping where you pay for your items. <i>"He clicked the button and went to checkout."</i>
credit card (n. phrase)	(n. phrase) A small plastic card you use to pay for things and pay the money back later. <i>"She used her credit card to pay for her order."</i>
personal information (n. phrase)	(n. phrase) Private details about you, like your name, address, or card number. <i>"Never share your personal information with strangers online."</i>
secure (adj.)	(adj.) Safe and protected from danger or theft. <i>"The website is secure, so your payment is protected."</i>
payment (n.)	(n.) Money that you give to buy something. <i>"The payment went through in a few seconds."</i>

Paragraph 4

delivery (n.)	(n.) The act of bringing something to your home after you buy it. <i>"Free delivery is available for orders over \$50."</i>
package (n.)	(n.) A box or bag that holds the items you ordered. <i>"The package arrived at her door the next day."</i>

track (v.)	(v.) To follow the progress of something, like an order being shipped. <i>“You can track your order on the store’s website.”</i>
arrive (v.)	(v.) To reach a place after traveling. <i>“His new shoes will arrive in three days.”</i>
guarantee (n.)	(n.) A promise that something will happen or that a product is good. <i>“The store offers a money-back guarantee on all products.”</i>

Paragraph 5

return (v.)	(v.) To send a product back to the store after buying it. <i>“She decided to return the dress because it was the wrong size.”</i>
policy (n.)	(n.) A set of rules made by a company or organization. <i>“Always read the return policy before you buy.”</i>
refund (n.)	(n.) Money that is given back to you when you return a product. <i>“He got a full refund after returning the broken item.”</i>
exchange (n.)	(n.) When you return a product and get a different one instead of money back. <i>“She asked for an exchange because the shirt was too small.”</i>
complaint (n.)	(n.) A statement that something is wrong or not good enough. <i>“He made a complaint to the store about the damaged package.”</i>

Beyond the Headlines

platform (n.)	(n.) A website or app where people can buy and sell things. <i>“Amazon is the most popular shopping platform in the world.”</i>
billion (n.)	(n.) The number 1,000,000,000 — one thousand million. <i>“The company makes billions of dollars every year.”</i>
founder (n.)	(n.) The person who starts a company or organization. <i>“The founder of the company started it in his bedroom.”</i>
launch (v.)	(v.) To start something new, like a business or product. <i>“They plan to launch their new app next month.”</i>
global marketplace (n. phrase)	(n. phrase) A place where people from all over the world can buy and sell things. <i>“The internet has created a global marketplace for everyone.”</i>

Language Review

Exercise A — True or False

Read each statement. Write True or False on the line.

1. You need to visit a store to shop online. _____
2. You can shop online at any time of the day or night. _____
3. Reading customer reviews can help you make a good choice. _____
4. Online payments are not safe or secure. _____
5. You can track your order to see where it is. _____
6. A refund means you get a different product. _____
7. Amazon was started in 1994 and first sold books. _____
8. Jeff Bezos started Amazon to sell electronic devices. _____

Exercise B — Matching

Match each word in Column A with its meaning in Column B. Write the correct letter.

Column A	Column B
1. purchase	a. a promise that a product is good or that something will happen
2. review	b. the step in online shopping where you pay
3. checkout	c. a person who starts a company
4. delivery	d. money given back when you return something
5. refund	e. something you buy; the act of buying
6. guarantee	f. a website or app where people buy and sell
7. platform	g. bringing items to your home after you order
8. founder	h. an opinion written by a customer about a product

Exercise C — Multiple Choice

Choose the best answer (a, b, c, or d) for each question.

1. What do you need to shop online?
 - a. A car and a map
 - b. A device and an internet connection
 - c. A store near your home
 - d. A credit card only
2. What is a "variety" of products?

- a. Only one type of product
 - b. Products that are very expensive
 - c. Many different types of products
 - d. Products from one country
3. Why do people read reviews before buying?
- a. To find the store's address
 - b. To learn if a product is good or bad
 - c. To get a refund
 - d. To track their order
4. What happens at "checkout"?
- a. You search for products
 - b. You read reviews
 - c. You pay for your items
 - d. You return your order
5. What does it mean when a website is "secure"?
- a. It is very slow
 - b. It is free to use
 - c. Your information is safe and protected
 - d. It has many products
6. How can you follow where your package is?
- a. By calling the post office
 - b. By tracking your order online
 - c. By visiting the store
 - d. By reading reviews
7. What is a "return policy"?
- a. A set of rules about sending products back
 - b. A type of payment method
 - c. A delivery service
 - d. A customer review
8. What did Amazon sell when it first started?
- a. Clothes
 - b. Electronics
 - c. Books
 - d. Food

Exercise D — Discussion Questions

Talk about these questions with a partner or in a small group.

1. Do you shop online? What do you usually buy? Tell your partner.

2. What are the good things about shopping online? Are there any problems?
3. Do you prefer to pay with a credit card, cash, or another way? Why?
4. Have you ever returned something you bought online? What happened?
5. Which do you prefer — shopping online or shopping in a store? Give reasons.