

D Match the words and phrases (1–6) to their definitions (a–f).

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| 1 after-sales service | a) a company or a person that provides a particular type of product |
| 2 guarantee period | b) help, advice or free repairs that you get after you buy a product |
| 3 retail | c) a person who tries to be more successful than you |
| 4 wholesale | d) the selling of goods to businesses, usually in large quantities |
| 5 supplier | e) time when the seller repairs or replaces a product free of charge |
| 6 competitor | f) the selling of goods to the public, usually through shops |

E Complete each sentence with a word or phrase from exercise D.

- 1 Lantex never delivers on time. We have to look for another supplier.
- 2 Our products are available in department stores and other outlets.
- 3 Sales are very good, but our main’s sales are also going up very quickly.
- 4 Ten per cent discount and a two-year! That’s a very good offer.
- 5 We are in the trade and sell our clothes to retailers and fashion houses.
- 6 If you have a problem with the machine, just contact our department.

VOCABULARY

A Choose the best word (a, b or c) to complete the text.

When buyers place¹ an order with a seller for the first time, they usually have a lot of questions.

First, they want to² prices, of course, and they also want to know what kind of³ the seller can offer.

Very often, buyers also ask if the seller has the goods in⁴ and if he or she can deliver on⁵.

Sometimes, buyers will ask if it is possible to pay in⁶. If the seller agrees, he or she will often expect buyers to pay a⁷.

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| 1 a) put | b) take | c) place |
| 2 a) compare | b) offer | c) say |
| 3 a) commission | b) discount | c) feature |
| 4 a) shop | b) stock | c) delivery |
| 5 a) delay | b) speed | c) time |
| 6 a) instalments | b) parts | c) shares |
| 7 a) deposit | b) cheque | c) guarantee |