

**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 place<sup>1</sup> an order with a seller for the first time, they usually have a lot of questions.

First, they want to .....<sup>2</sup> prices, of course, and they also want to know what kind of .....<sup>3</sup> the seller can offer.

Very often, buyers also ask if the seller has the goods in .....<sup>4</sup> and if he or she can deliver on .....<sup>5</sup>.

Sometimes, buyers will ask if it is possible to pay in .....<sup>6</sup>. If the seller agrees, he or she will often expect buyers to pay a .....<sup>7</sup>.

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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 |