

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

- 1 after-sales service
- 2 guarantee period
- 3 retail
- 4 wholesale
- 5 supplier
- 6 competitor

- a) a company or a person that provides a particular type of product
- b) help, advice or free repairs that you get after you buy a product
- c) a person who tries to be more successful than you
- d) the selling of goods to businesses, usually in large quantities
- e) time when the seller repairs or replaces a product free of charge
- 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>.

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