1a **Traduce las siguientes palabras/ expresiones**

*Delivery date:

*A quote

*A refund

*Complaint

*Invoice

*Bill

*Goods

*An enquiry

b Choose the two possible correct answers from the words in *italics*. (Escribe la palabra que tacharías)

1 I asked the company to give me *a quote / a delivery date / an enquiry*.

2 The customer asked me for *a refund / an order / some prices*.

3 Jack called our supplier to make *some information / an enquiry / a complaint*.

4 We looked on the website to track the *shipment / delivery / refund*.

5 They were late paying their last *bill / goods / invoice*.

6 Eve confirmed the *order / price / complaint* by email.

7 Do you ever purchase *deliveries / goods / products* on the Internet?

2 Different customers are phoning suppliers in 1–8. Choose the correct answer from the words in *italics*. Escribe la opción correcta

1 Hello, I'm calling to ask about the goods we *quoted / purchased* from your store last Monday. Can you tell me when you will *pay / deliver* them?

2 We'd like to *place / order* a hundred PDAs for customers, but we need them urgently. Could you *check / track* that you have enough in stock?

3 I'd like to *ask for / make* an enquiry about an order I recently made. I'm trying to *process / track* the shipment on your website, but it isn't working.

4 Can you *confirm / enquire* the price of the products we ordered from you? The price you *quoted / delivered* is different from the price on the invoice.

5 Good morning. I'm calling to *do / make* a complaint about your latest delivery. I'd like to *ask for / make* a refund because most of the products are broken.

6 Hello, I'm phoning to *cancel / enquire* my order. We've found another supplier who can *ship / track* the goods to us tomorrow.

7 Can I *place / purchase* an order for ten BlackBerrys, please? I'd also like to know if I can *confirm / change* the order if I decide I want something different.

8 How long does it take to *quote / process* an order? Also, how do you *confirm / check* the order – by email?