

2. Ordering – La commande



goods	marchandise	rebate	remise
item	article	discount	réduction
stock	l'inventaire, le stock	defective (adj)	défectueux
supplier	fournisseur	complimentary (adj)	offert
retailer	détaillant	refund (n / vb)	remboursement / rembourser
wholesaler	grossiste		
purchaser	acheteur (d'une société)	click and collect (vb)	commander en ligne et retirer au magasin
quote	devis	place an order (vb)	passer commande
warranty	garantie	return (vb)	retourner (un article)
after-sales service	SAV, service après-vente		
batch	lot		
deadline	date butoir, date limite		

Exercice 5 Les mots à connaître : Ordering

► Corrigé p. 239

Complétez les phrases avec tous les mots de l'encadré en les conjuguant ou en les mettant au pluriel si nécessaire.

- All of our are covered by a 5 year on parts and labor*.
- If you are not entirely satisfied with the Ergo desk chair, please it and you will receive a complete
- A sells to the general public, whereas a sells to shops.
- Our chief is retiring next year, so one of the assistant buyers will replace her.
- All headphones with the number W1651 are Could you please contact the for an exchange?
- Receive a digital radio for every 4 boxes of pens ordered.
- Send the voucher, along with proof of purchase*, to receive a \$50 off the cost of our new laptop.
- is a very useful time-saving service. You on the Internet and then go to the store to pick up the
- I'm afraid the shipping you charged* me for does not correspond to the amount on the I received before ordering.
- Our of spare parts* is getting low, we need to contact our to place a new order.
- To receive a special 5%, you must take our survey* before the of May 4th.

*Mots & expressions

labor : main-d'œuvre **proof of purchase** : preuve d'achat **charge** : facturer
spare part : pièce détachée **survey** : sondage

Exercice 6 Les familles de mots

► Corrigé p. 239

Complétez chaque phrase avec le mot qui convient.

- One of the most common is a failure to turn off automatically.
 (A) defect
 (B) defective
 (C) defected
 (D) defects
- Mr. Delfino is responsible for the department.
 (A) purchase
 (B) purchased
 (C) purchaser
 (D) purchasing
- I would like to return the because it is faulty.
 (A) good
 (B) goods
 (C) merchandise
 (D) merchandising

- 4 Our latest desk lamp model at \$29.99.
 (A) retail
 (B) retails
 (C) retailer
 (D) retailing
- 5 The is void if the seal is broken.
 (A) warrant
 (B) warranted
 (C) warranty
 (D) warrantee
- 6 Since the new opened directly opposite our store, sales have dropped dramatically.
 (A) discount
 (B) discounter
 (C) discounted
 (D) discounting
- 7 During, every piece of stock must be counted.
 (A) stocking
 (B) stockholding
 (C) stockbroking
 (D) stocktaking
- 8 The price you us is double the estimate we received from the competition!
 (A) quote
 (B) quoted
 (C) quotation
 (D) quota
- 9 When an increase in prices is announced, people have a tendency to basic nonperishable goods.
 (A) stock
 (B) stocking
 (C) stocker
 (D) stockpile
- 10 The CEO paid our department a by choosing us as the example to follow.
 (A) compliment
 (B) complimentary
 (C) complement
 (D) complementary

Exercice 7 Les prépositions

► Corrigé p. 240

Complétez les phrases avec les prépositions de la liste.

on - out of - in

- 1 Excuse me, I'm looking for the Shredder 3000. Do you have any stock?
- 2 I'm terribly sorry, Madam. The Shredder 3000 is stock at the moment. Would you like to preorder one?
- 3 You can purchase this mattress a trial basis. If you don't like it, then return it to us within 30 days and get a full refund.
- 4 It's generally cheaper to buy things like rice and cereal bulk rather than in small packets.

Exercice 8 Les synonymes

► Corrigé p. 240

Trouvez un synonyme du mot entre parenthèses dans l'encadré Ordering p. 50.

- 1 A rival firm is selling exactly the same product at a massive (reduction).
- 2 Our current electricity (provider) is running a promotional campaign.
- 3 There are 5 (articles) in your virtual cart. Go to checkout?
- 4 It is essential to ask for a shipping (estimate) before signing any contract.
- 5 We undertake to replace or refund any (faulty) product, no questions asked.
- 6 Buy 3 pots of special bathroom paint and get a (free) one!