VOCABULAIRE

## 2. Ordering – *La commande*

CD1 Piste 32

| | | | |
|---|---|---|---|
| ***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) | | |
| ***quote*** | devis | | |
| ***warranty*** | garantie | ***click and collect*** *(vb)* | commander en ligne et retirer au magasin |
| ***after-sales service*** | SAV, service après-vente | | |
| ***batch*** | lot | ***place an order*** *(vb)* | passer commande |
| ***deadline*** | date butoir, date limite | ***return*** *(vb)* | retourner (un article) |

### 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.**

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

| *Mots & expressions | ***labor :*** main-d'œuvre ***proof of puchase :*** preuve d'achat ***charge :*** facturer<br>***spare part :*** pièce détachée ***survey :*** sondage |
|---|---|

### Exercice 6 Les familles de mots

▶ *Corrigé p. 239*

**Complétez chaque phrase avec le mot qui convient.**

1 One of the most common ..... is a failure to turn off automatically.
Ⓐ defect
Ⓑ defective
Ⓒ defected
Ⓓ defects

2 Mr. Delfino is responsible for the ..... department.
Ⓐ purchase
Ⓑ purchased
Ⓒ purchaser
Ⓓ purchasing

3 I would like to return the ..... because it is faulty.
Ⓐ good
Ⓑ goods
Ⓒ merchandise
Ⓓ merchandising



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4 Our latest desk lamp model ..... at $29.99.
- Ⓐ retail
- Ⓑ retails
- Ⓒ retailer
- Ⓓ retailing

5 The ..... is void if the seal is broken.
- Ⓐ warrant
- Ⓑ warranted
- Ⓒ warranty
- Ⓓ warrantee

6 Since the new ..... opened directly opposite our store, sales have dropped dramatically.
- Ⓐ discount
- Ⓑ discounter
- Ⓒ discounted
- Ⓓ discounting

7 During ....., every piece of stock must be counted.
- Ⓐ stocking
- Ⓑ stockholding
- Ⓒ stockbroking
- Ⓓ stocktaking

8 The price you ..... us is double the estimate we received from the competition!
- Ⓐ quote
- Ⓑ quoted
- Ⓒ quotation
- Ⓓ quota

9 When an increase in prices is announced, people have a tendency to ..... basic nonperishable goods.
- Ⓐ stock
- Ⓑ stocking
- Ⓒ stocker
- Ⓓ stockpile

10 The CEO paid our department a ..... by choosing us as the example to follow.
- Ⓐ compliment
- Ⓑ complimentary
- Ⓒ complement
- Ⓓ 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!



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