

2. Ordering – La commande

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

- 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 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.

- 1 One of the most common is a failure to turn off automatically.
 (A) defect
 (B) defective
 (C) defected
 (D) defects
- 2 Mr. Delfino is responsible for the department.
 (A) purchase
 (B) purchased
 (C) purchaser
 (D) purchasing
- 3 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.

in – 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!