

## 2. Ordering – La commande

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

Complétez chaque phrase avec le mot qui convient.

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

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

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!