1 Question about the product

2 send an offer with Information from the seller

3 place an order

4 an acknowledgement

5 payment

6 send samples

7 payments in advance

8 substitutes

b)

1. 4
2. 3
3. 2
4. 4
5. 3
6. 1
7. 3
8. 5
9. 3
10. 1