

Vocabulary

When you **order** a product, you buy it and receive it later – for example, by mail.
When did you order the product? On what date did you **place the order** ?
When people buy things online, they generally pay by credit card.
How did you pay? – I made a credit card **payment**.
When you order something online, you should receive an email to **confirm** the order.
Have you had a message confirming the order? – No, I haven't received **confirmation** . The products are quite big and heavy, so we **deliver** them by truck.
We'll deliver the package in the morning. Will you be at home to receive the **delivery**?
We'll send the product to you. We'll **ship** it in the next few days.
A document asking for, or confirming, a payment is called an **invoice**.
If you're not happy with the product, you can send it back. You can **return** it.
If you return the product, we'll **exchange** it and send you a new one.
I've ordered a product but have now decided I don't want it. Can I **cancel** my order?
If you cancel an order, we'll send you an email to confirm the **cancellation**.
Can I return the product and get my money back? Will you give me a **refund** ?

Listening 9.1

Audio link: <https://www.inlingua.com/audios>

9.1 Listening (Track 32)



For each word below, underline the syllable that's stressed, on the right. Then, listen and check your answers.

- | | | | |
|-------------|-------------|-----------------|-----------------------|
| 1 purchase | pur - chase | 6 deliver | de - liv - er |
| 2 a refund | re - fund | 7 cancel | can - cel |
| 3 to refund | re - fund | 8 cancellation | can - cel - a - tion |
| 4 exchange | ex - change | 9 confirm | con - firm |
| 5 invoice | in - voice | 10 confirmation | con - fir - ma - tion |

Practice Exercise 1

Use the words below to complete the sentences about making purchases online.

cancel confirm deliver exchange pay place refund return

- 1 You can order by phone, or you can _____ orders online.
- 2 After your order, you should immediately receive an email to _____ it.
- 3 When you order online, you have to _____ by credit card.
- 4 The package is sent from abroad, so it could take them over a week to _____ it.
- 5 If you're not satisfied, you can get your money back. It's possible to get a _____.
- 6 In order to get your money back, you must first _____ the product in good condition.
- 7 If you want to _____ an order you no longer want, you must do so before it's shipped.
- 8 Send back the defective product, and we'll send you a new one. We'll _____ it.

Practice Exercise 2

2 friends Karan and Kanika are discussing the purchase of a pair of headphones. Complete their conversation with words from the vocabulary learnt in class.

Karan: When did you (1) _____ the headphones?

Kanika: I (2) _____ the order last Monday.

Karan: How did you pay?

Kanika: I made a credit card (3) _____.

Karan: Have you had a message to (4) _____ the order?

Kanika: No, I haven't received any (5) _____ yet.

Karan: When will they (6) _____ the package?

Kanika: They said they would (7) _____ it in the next few days.

Karan: What happens if you're not happy with the headphones?

Kanika: I can (8) _____ them and they will (9) _____ them with a new pair.

Karan: What if you want to (10) _____ your order completely?

Kanika: If I (11) _____ an order, they'll send me an email to confirm the (12) _____.

Karan: Can you get a (13) _____ if you don't want the headphones?

Kanika: Yes, they'll give me a (14) _____ if I return them.

ANSWERS

Listening 9.1

9.1 Listening (Track 32)



For each word below, underline the syllable that's stressed, on the right. Then, listen and check your answers.

- | | | | |
|-------------|-------------------|-----------------|--------------------------|
| 1 purchase | <u>pur</u> -chase | 6 deliver | de- <u>liv</u> -er |
| 2 a refund | <u>re</u> -fund | 7 cancel | <u>can</u> -cel |
| 3 to refund | re- <u>fund</u> | 8 cancelation | can-cel- <u>a</u> -tion |
| 4 exchange | ex- <u>change</u> | 9 confirm | con- <u>firm</u> |
| 5 invoice | <u>in</u> -voice | 10 confirmation | con-fir- <u>ma</u> -tion |

Practice Exercise 1

1. Place
2. Confirm
3. Pay
4. Deliver
5. Refund
6. Return
7. Cancel
8. Exchange

Practice Exercise 2

1. Order
2. Placed
3. Payment
4. Confirming
5. Confirmation
6. Deliver
7. Ship
8. Return
9. Exchange
10. Cancel
11. Cancel
12. Cancelation
13. Refund
14. Refund

