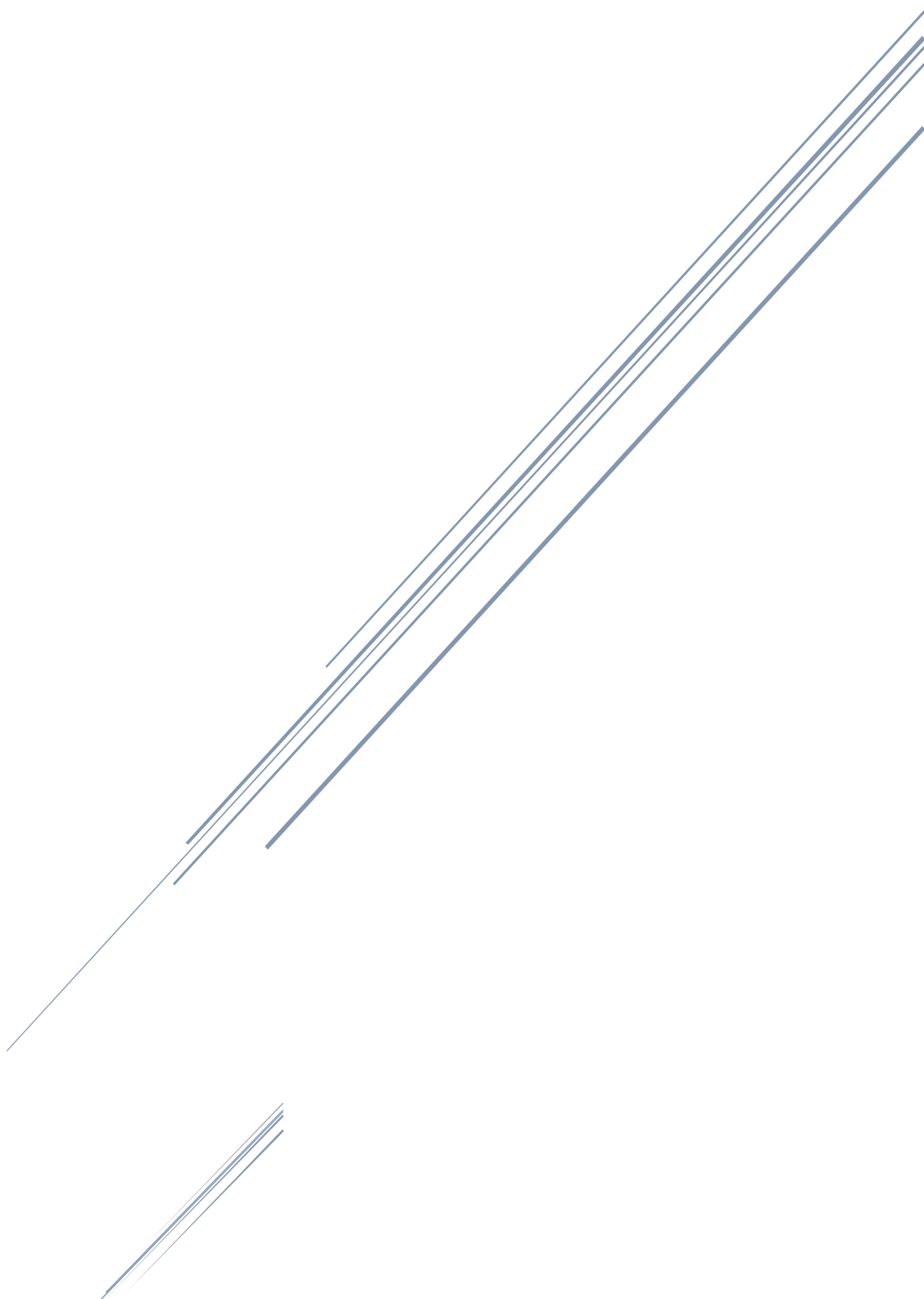


# PURCHASING

## SESSION 9

### TOPICS

- Buying and selling
- Advantages and disadvantages
- Comparisons



**Input 9.1A****FAQs**

Fill in the gaps.

*e.g., my **money** back*

request to **b** something

**c**

**se**

are

**t**

/ **s** goods

what I **b**

send **b**

the **d** charges

make me **p** for cancelling the order

am to confirm something

Replace the words in the FAQs (1-7 below) with words which mean the same (from the text box above).

1. If I'm not satisfied with my **purchase**, can I **return** the goods and get a **refund**?

*e.g. my **money** back*

2. If my goods are damaged during delivery, will you **exchange** them?
3. Can I **cancel** an order that hasn't been **shipped** yet? If so, will you **charge a cancellation fee**?
4. If I **purchase** a gift, can you send it to the recipient without an **invoice** inside?
5. If I **place an order** that won't be delivered right away, do I have to **pay** immediately, or will the payment be made when you **deliver** my order?
6. After I've ordered something, how quickly will you confirm it by email? What should I do if I haven't received **confirmation** within a reasonable time?
7. If I need to arrange a return, for a refund or an exchange, how should I package the product, and how and where should I send it? Who will pay for the **delivery charge**? And how will you refund me?

## Input 9.1B

## Language summary

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**?

**Input 9.2A****Advantage or disadvantage?**

1. You can compare lots of different products very quickly.
2. You can buy things from home. You don't have to go into town.
3. There's a risk your credit card details will be stolen.
4. You can find products that are more difficult to get – the kinds of things you might never find in stores.
5. You can't physically pick up products and have a good look at them.
6. You can't ask a store assistant for more information about a product.
7. If you have some sort of problem – for example, if the thing you've bought is defective – then you have to send it back by mail, and then things get complicated.
8. You don't get the product immediately. You have to wait for delivery.

Input 9.2B

Shopping online for these



## **Input 9.2C**

## **Language summary**

You can use this language to talk about positive and negative points while discussing something.

### **Positive points:**

*The advantage* of this is that you can ...

*A big advantage* is that it's possible to ...

*The main advantage* is that it's easy to ...

*The good thing about* this is that it's simple to ...

### **Negative points:**

*The disadvantage* of this is that you can't ...

*A big disadvantage* is that it's not possible to ...

*The main disadvantage* is that it's difficult to ...

*A slight disadvantage* is that you can't always ...

*The problem/trouble with* this is that it costs a lot to ...

**Input 9.3A****My first, brand new car**

**Read the article along with your partner and answer the questions below.**

1. What is this article comparing?
2. What “moment” does the article mention?
3. What happens at that moment and why?

You get an unusual sensation when you get your first brand-new car – especially if you've always bought second-hand. You've waited impatiently for weeks after paying the booking amount.

Now, as you sit in the driver's seat for the first time, there's suddenly a moment of uncertainty. You want to wait just a little longer before driving on that smooth, clean showroom floor, and onto the rougher, dirtier tarred road outside. Because, as soon as you drive a little farther, two things will happen.

First, your nice, spotless tires will lose their shine. Second, your "brand-new car" will suddenly be a "used car" that's 5% to 10% less valuable than it was a few seconds earlier. Can you think of a more expensive ten-second trip.

So, is it worth paying a lot more for a brand-new vehicle? Or is it better to buy a recent, second-hand one?

**Input 9.3B****Comparatives**

Use the words in brackets to complete the sentences. Use much / a bit etc. + another word.  
Use '*than*' where necessary.

1. The company's financial situation was [ ] we thought at first.  
(much/serious)
2. This office is too small. We need something [ ]. (much/big)
3. I liked the presentation on business strategy. It was [ ]  
expected. (much/ interesting)
4. It was very hot inside the conference room yesterday. Today it's  
[ ]. (a bit/ cool)
5. I'm afraid the problem is [ ] (far/ complicated) it looks.
6. You're speaking too fast. Can you speak [ ]?(a bit/ slowly)
7. It's [ ] to learn a language in a country where it is spoken. (a  
lot / easy)
8. I thought my new boss was younger than me but in fact she is  
[ ]. (slightly/ old)
9. 'How do you feel now?' '[ ] , thanks.' (much/good)
10. We should re-look at the terms of the contract. It's [ ] (a  
bit/expensive) the old one.



## Input 9.3C

## Language summary

### **We can use these words for comparisons with big differences**

The new car model is *a lot* smaller *er than* the old one.

The new car model is *much more efficient* than the old one.

The new car model is *far less expensive* than the old one.

### **We can use these words for comparisons with small differences**

The new model is *a little* smaller *er than* the old one.

The new model is *a bit more* efficient.

The new model is *slightly less* expensive.