Contents

Unit	1	A Factory Tour ·····	1
Unit	2	Trade Fairs ·····	15
Unit	3	Making Enquiries ·····	29
Unit	4	Negotiating Prices ······	39
Unit	5	Placing an Order ·····	55
Unit	6	Terms of Payment ······	69
Unit	7	Delivery	83
Unit	8	Complaints and Claims ······	97
Unit	9	Marketing ····· 1	09
Unit	10	Advertising · · · · · · 1	25