

2.3

Email enquiries

Lesson outcome

Learners can write a short email responding to an enquiry.

★ Lead-in



1A Match the words (1-4) with the definitions (a-d).

- | | |
|-------------|--|
| 1 exchange | a things you buy |
| 2 purchases | b take or send back something you buy in a shop or online |
| 3 refund | c get something different for something you buy and don't want |
| 4 return | d get money back for something you buy but don't want |

B Discuss the questions.

- Do you sometimes return things you buy in shops or online?
- Do you prefer to exchange your purchases or get a refund?

★ Reading

2 Read a company's Frequently Asked Questions (FAQs) about orders. Match the questions (a-d) with the correct section (1-4) on the webpage.

- | | |
|-------------------------------|---|
| a Can I return my order? | c Can I exchange or cancel my order? |
| b Is there a delivery charge? | d Are there any discounts for large orders? |

Orders and returns FAQs

- _____ Delivery is free of charge in the EU for orders of €50 and over. **There is a charge** for orders under €50. [Click here](#) for delivery charges.
- _____ Yes, **there are some discounts**. Please contact [Customer Services](#) for information.
- _____ Yes, **there is some time** to change or cancel your order before delivery. Please contact [Customer Services](#) as soon as possible.
- _____ Yes, you have thirty days to return your online purchases free of charge. **There are two easy ways** you can return your order. [Click here](#) for details.

★ 3A Read the replies to two customers' enquiries. Which FAQ does each enquiry refer to?

Dear Ms Mayer, ✉ <
¹ _____ **there are two ways** you can return your order. You can go to one of our stores and they can exchange the goods or refund your money.
² _____ a list of our stores. We can also collect the goods from your home address free of charge. Please click on [this link](#) to complete the return form.
³ _____ if you have any questions.
 Regards,

Dear Mr Weber, ✉ <
⁴ _____ **There aren't any delivery charges** in the EU for orders over €50. **There is a charge** for orders €50 and under. Standard delivery costs €4.50 and express delivery costs €6.50.
 Please contact us if you have any questions.
 Regards,

Please find attached
 Please contact us
 Thank you for your enquiry.
 In response to your enquiry,

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B Complete the replies with the phrases in the box.

→ page 97 See Pronunciation bank: /tʃ/ and /dʒ/

Communicative grammar

> SAYING SOMETHING EXISTS

→ Grammar reference: page 104

- + There is (There's) a delivery charge.**
There is (There's) some time to change your order.
There are some discounts on large orders.
-
- There is not (isn't) a store** near me.
There are not (aren't) any delivery charges within the EU.
There is not (isn't) any information on the website.
-
- ? Is there a discount** for a large order? Yes, **there is.** / No, **there isn't.**
Are there any deliveries at the weekend? Yes, **there are.** / No, **there aren't.**
Is there any time to cancel my order? Yes, **there is.** / No, **there isn't.**

★ 4 Choose the correct option to complete the sentences.

- There *is / are* some problems in the warehouse.
- There *is / are* a problem with your order.
- There *is / are* some products that you can't return.
- There *is / are* some food in this order.
- There *isn't any / some* information on the website.
- There *aren't any / some* discounts on orders.
- There *isn't / aren't* any white boxes in stock.
- There *isn't / aren't* any space in the truck.

5A Complete the two dialogues with the correct form of *there is/isn't* or *there are/aren't*.

- A: ¹ _____ any photocopy paper in the office?
 B: Yes, ² _____ some pink A4 paper. Here you are.
 A: No, I need white paper. ³ _____ any white paper?
 B: Sorry! No, ⁴ _____. I'll order some now.
- C: Three new employees start work today. ⁵ _____ any desks and computer chairs for them?
 D: Yes, ⁶ _____ some new furniture in the warehouse.
 C: ⁷ _____ any office equipment for them?
 D: No, ⁸ _____. What exactly do they need?
 C: Three phones, three computers and a printer.

B 2.03 Listen and check your answers. In pairs, practise the dialogues.

Writing 6 Look at an email from another customer. Write a response to her enquiry. Use phrases from Exercise 3B to help you.

From: Liudvika Kuliešienė
To: Customers Services
Subject: Prices and discounts for large orders

I'd like to place a large order for photocopy paper. I can't find any prices on the website. Is there a discount for a large order? Are there any delivery charges?

Regards,
 Liudvika Kuliešienė



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Writing Email enquiries

1 Match the questions (1-4) with the answers (a-d).

- | | |
|---|--|
| 1 Is there a delivery charge for orders under €100? | a No, you can't. We collect goods from your home address free of charge. |
| 2 Can I return my order to one of your stores? | b Yes, there is. Delivery is free for orders of €100 and over. |
| 3 Can I cancel my order before delivery? | c No, there isn't. There are discounts for large orders of over fifty items. |
| 4 Is there a discount on small orders? | d Yes, you can. There is one day to change or cancel your order before delivery. |

2 Put the words in the correct order to make sentences from an email.

1 response / to your / in / enquiry, / free of / delivery / is / charge / .

2 find / a list / please / of prices / attached / .

3 please / any questions / if / contact us / you have / .

4 you / there / two / order / can / return / your / are / ways / .

5 one / can / stores / go / of / our / you / to / .

6 from / your / can / we / the goods / also / home address / collect / .

3 Choose the correct option to complete the emails.

< ✉ ↶ 📎 🖨 🗑

From: Otto Beck

To: Customer Services

Subject: Cancelling or exchanging an order

I'd like to ¹exchange / return an order for a computer chair. Is it possible to ²cancel / change my order from a red chair to a blue chair? ³Collect / Delivery is on Friday next week.

Regards,
Otto Beck

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From: Customer Services

To: Otto Beck

Subject: Cancelling or exchanging an order

Dear Mr Beck,

Thank you for ⁴my / your enquiry. There ⁵is / isn't time to change your order before delivery. We can deliver a blue computer chair on Friday next week. Please ⁶click / refund on this link to complete the exchange ⁷email / form.

Please ⁸contact / return us if you have any questions.

Regards,
Amalia Ejsmond, Customer Services

4 Write a response to the email enquiry. Use the information in the box.

Customer Services:

- thank for enquiry / sorry not happy
- two ways to return: to any of our stores or we collect
- thirty days to return order
- attached list of store addresses
- please contact if questions

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From: Alicia Moreno

To: Customer Services

Subject: Refund

Dear Sir/Madam,

I'm not happy with my order. I'd like to return it and get a refund.

Can I return my order to one of your stores?

Regards,
Alicia Moreno