

5

Offers and quotations



Model letter: an offer

Useful phrases: opening; details; terms; close

What are offers and quotations?

Offers and quotations are both answers to a specific enquiry (see Unit 4). However, in normal usage, an **offer** relates to **goods** (*zboží*), and a **quotation** to **services** (*služby*). They tell the customer on what **conditions** (price, discount, delivery, terms of payment) the seller is willing to supply the goods or services required.

In the case of 'off-the-shelf' products of no great value, **standard offers** – i.e. offers without any special terms – are generally made by simply completing a form. You will usually find the supplier's **Terms and Conditions of Business** (*obchodní podmínky*) on the back of the form, often in small print. Read these carefully as they are legally part of the offer or quotation.

Offers or quotations that involve **special terms** (*zvláštní podmínky*), such as a higher discount or more generous terms of payment, can be in letter form (see below).

How to write offers or quotations

Opening	Refer to the original enquiry, with the date. You can also say what the enquiry was about.
Details	Give clear details of quantity, product, order number and price in tabular form. You can take these details from the enquiry. Depending on the product, they can also include things like colour and finish, of course.
Terms	Give clear, complete and correct information about trade discounts, volume/quantity discounts, possible cash discounts, terms of payment and means of delivery here.
Close	Thank the addressee for their enquiry and ask them to get in touch with you if they have any questions. You can also say that you would appreciate an order, but do not overdo it (<i>nepřehánět</i>).

A

Model letter

An offer

Style Four Limited
62 Albert Street
London E1 5RT

18 December 20..

Dear Ms Adams

Offer for stretch denim

Thank you for your enquiry for denim of 10 December.

We are pleased to send you the following offer:


1 eight (8) rolls à 10 m, light stretch denim, blue, LSD 873B	€ 7.50/m; € 600.00
2 four (4) rolls à 10 m, medium stretch denim, black, MSD 728BK	€ 9.50/m; € 380.00
3 as 2 above, white, MSD 728W	€ 9.50/m; € 380.00

All prices include free delivery and transport to your London premises at 62 Albert Street, London E1 5RT.


We confirm that these prices are 12.5 % below list. We are willing to offer a further cash discount of 2.5 % on the quoted price for payment in full within a fortnight of receipt of goods. The consignment will be dispatched by road from Milan immediately upon receipt of order.

Thank you for your interest, and we would be delighted to receive your order. If you have any questions, please do not hesitate to get in touch with me.

Yours sincerely



Jan Dorn



TextilDorn^{OTIS}

Zahradní 10, 530 02 Pardubice
Telefon: +420 466 783 411
Telefax: +420 466 783 412
Email: info@textildorn.cz
Internet: www.textildorn.cz

Find the English equivalents of these Czech words/expressions in the letter. They are not necessarily in the same order.

- | | |
|--------------------------|--------------------------|
| 1 poptávka | 6 silniční doprava |
| 2 následující nabídka | 7 Vážení ... |
| 3 areál firmy | 8 zásilka |
| 4 džínová látka | 9 sleva |
| 5 od doručení objednávky | 10 pod katalogovou cenou |

B Useful words and phrases: offers and quotations

1 Opening

Děkuji za / S odvoláním na Vaši poptávku ze dne ...

Thank you for / With reference to / Referring to your enquiry of ...

Odvoláváme se na Vaši poptávku ze dne ...

We refer to your enquiry of ...

Vzhledem k Vašemu telefonátu dne ...

With reference to your telephone call of ...

2 Details

... s potěšením Vám předkládáme následující (cenovou) nabídku:

... we have pleasure in submitting the following offer/quotation:

Rádi Vám zasíláme naši následující nabídku: ...

We are pleased to send you our offer/quotation, as follows: ...

3 Terms

Jsme ochotni poskytnout/nabídnout ...

We are pleased/willing to give/offer ...

... zaváděcí/obchodní/množstevní slevu ve výši ... % z katalogové ceny.

... a/an introductory/trade/volume discount of ... % off list price.

... % skonto za platbu v hotovosti / úhradu do ... dní / dvou týdnů.

... a cash discount of ...% for payment/settlement within ... days / a fortnight.

Všechny ceny jsou netto.

All prices are net.

Ceny se rozumějí EXW/FOB Cuxhaven / CIF Tilbury ...

The prices are EXW/FOB Cuxhaven / CIF Tilbury / ...

Dodávka bude provedena ...

Delivery will be made ...

Zásilka/zboží/objednávka bude odeslána ...

The consignment/goods/order will be dispatched ...

... ihned po obdržení objednávky leteckou/železniční/silniční/námořní dopravou.

... immediately on receipt of order by air/rail/road/sea.

... během 7/15/ ... dnů po obdržení objednávky ...

... within 7/15/... days of receipt of order.

Platba bude provedena ...

Payment should be made ...

... předem.

... in advance.

... při dodání (na dobírku).

... on delivery (P/D).

... při objednání.

... cash with order (CWO).

... po obdržení zásilky/zboží/objednávky.

... on receipt of (the) consignment/goods/order.

C Practising language

1 Complete the letter with the missing words from the box. Note that there are three more words than you need.

business | cash discount | customers | depending | discounts | enquiry
 excess | fortnight | further | grant | hesitate | interest | invoice
 look forward | orders | pleased | receiving | ~~refer~~ | reminder | settlement
 trade | volume | weeks

We *refer*¹ to your ...² of 23 April about our trade and volume ...³.

We ...⁴ a standard ...⁵ discount of 10% on all ...⁶ from commercial ...⁷. In addition, we offer ...⁸ discounts of between 3% and 6% on orders in ...⁹ of € 2000, ...¹⁰ on the size of the order.

We are also ...¹¹ to allow a ...¹² of 1.5% for ...¹³ within two ...¹⁴ of receipt of ...¹⁵.

Thank you for your ...¹⁶, and please do not ...¹⁷ to contact me if you have any ...¹⁸ questions.

We ...¹⁹ to ...²⁰ an order from you.

2 Choose the most suitable term.

Thank you for your *enquiry / query / question*¹ of 20 January. We are *glad / happy / pleased*² to submit the following *offer / quotation / tender*³ for fitness machines:

(...)

Please *note / realise / understand*⁴ that all prices include *delivery / despatch / distribution*⁵ to your Kladno *location / property / stores*⁶ at Komenského 9 by road.

We *affirm / confirm / ensure*⁷ that these prices are 15% below list as an introductory *favour / offer / reward*⁸. We are willing to offer a *discount / rebate / reduction*⁹ of 12.5% on *duplicate / repeat / return*¹⁰ orders up to a *value / total / worth*¹¹ of € 5000 and 15% on orders above that *amount / total / volume*¹².

We are also *content / ready / willing*¹³ to allow a cash discount of 2.5% on invoice price for *balance / paying / settlement*¹⁴ within a fortnight of *getting / receiving / receipt*¹⁵ of invoice.

The *goods / material / stuff*¹⁶ will be dispatched *immediately / instantly / simultaneously*¹⁷ on *delivery / presentation / receipt*¹⁸ of order.

We hope that you are *content / gratified / satisfied*¹⁹ with this offer, and we would be delighted to do *business / dealings / trade*²⁰ with you.

3 Write a quotation.

Situace: Pracujete pro firmu Data-Union s.r.o., která je výrobcem počítačových periferních zařízení se sídlem na adrese Zahradní 10, 470 01 Česká Lípa.

Úkol

Váš nadřízený Vás žádá, abyste poslal nabídku vypalovaček CD jako odpověď na níže uvedený fax firmě Estuary Computers Ltd v Hullu. Podrobnosti jsou poznamenány na lístku.

27/03/20.. 10:47

Fax +44 (0)1482 564738

p. 001

ESTUARY Computers Limited

19–21 Humber Road . Hull . HU7 9SY

FAX MESSAGE

To: Data Union s.r.o. **From:** Joshua Brown, Purchasing
For: Lenka Taubova, Export **Date:** 14 April 20..
Fax no: +420 487 265 748 **Pages:** 1
Re: enquiry

Dear Ms Taubova

Thank you for the catalogue and price-lists.

Please quote us for

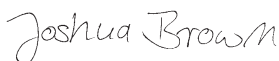
- 1 80 (eighty) Superstar CD-burners, order no 5044, list price € 215 each
- 2 60 (sixty) TriSonic CD-burners, order no 7066, list price € 375 each

Could you also give us details of your discounts on orders of this size?

Please let us know when we can expect delivery to our Hull plant.

Thank you in advance, and we look forward to receiving your quotation.

Yours sincerely



Joshua Brown

*Obchodní rabat 15 %, 3% skonto při
plattbě do 15 dnů; dále množstevní sle-
va 5 % u objednávek nad €10.000
Dodávka silniční dopravou ihned po
obdržení objednávky*

Tel +44-(0)1482 5588-0 • Fax +44-(0)1482 558812 • Email: info@estcom.co.uk

Homepage: www.estcom.co.uk

E Unit word list

Page 48	offer quotation goods services conditions off-the-shelf product terms and conditions of business in small print special terms generous depending on finish trade discount cash discount means of delivery	<i>nabídka cenová nabídka zboží služby podmínky standardní výrobek obchodní podmínky drobným písmem zvláštní podmínky velkokorýsý podle, v závislosti na zpracování, provedení obchodní rabat, sleva skonto, sleva při úhradě v hotovosti způsob dodání</i>
Page 49	free delivery and transport below list (price) within a fortnight of receipt	<i>bezplatné dodání a doprava pod katalogovou cenou do 14 dnů po obdržení</i>
Page 52	in excess of reminder settlement (of invoice) tender distribution property stores introductory offer repeat order total content	<i>přes, vyšší než upomínka úhrada (faktury) nabídka (pro výběrové řízení) prodej, obyt zde: nemovitost sklad zaváděcí nabídka opakovaná objednávka celková částka spokojený</i>
Page 53	to depend on to relate to to put sb under pressure to place an order	<i>záviset na (něčem) týkat se (něčeho) činit (na někoho) nátlak učinit objednávku</i>
Page 54	tent sleeping bag entirely	<i>stan spací pytel úplně, naprosto</i>
Page 55	plant	<i>továrna, podnik</i>
Page 56	as agreed provided that upon firm acceptance to apply	<i>jak bylo dohodnuto za předpokladu, že po závazném přijetí platit, být v platnosti</i>
Useful words	trial order counteroffer to quote a delivery date	<i>zkušební objednávka protinabídka, konkurenční nabídka uvést dodací lhůtu</i>