

Block 1	
Business letter layout	7
Block 2	
E-mails	31
Block 3	
Business contacts 1. Introducing a firm, a service, a product	43
Block 4	
Business contacts 2. Exhibitions and conferences	64
Block 5	
Business contacts 3. Initiating a deal	79
Block 6	
Telephoning 1. Getting through	96
Block 7	
Telephoning 2. Appointments	118
Block 8	
Enquiries and replies to enquiries 1	128
Block 9	
Enquiries and replies to enquiries 2	155
Block 10	*
Quotations and offer	180
Block 11	
Orders and execution of orders	208
Block 12	
General conditions of sale 1	246
Block 13	
General conditions of sale 2	260
Block 14	
Negotiating prices and terms 1. Revision of prices. Accepting and declining offers and orders	274

Block 15	
Negotiating prices and terms 2. Revision of terms	293
Block 16	
Negotiating prices and terms 3. Business incentives	310
Block 17	
Memorandums and minutes of meeting	331
Block 18	
Agents 1. Defining an agency	351
Block 19	
Agents 2. Agency agreement (sales of products)	377
Block 20	
Agents 3. Agency agreement (sales of services)	397
Block 21	
Payment 1. Payment terms	415
Block 22	
Payment 2. Payment methods.....	445
Block 23	
Payment 3. Settling accounts.....	468
Block 24	
Export contracts 1. Exporting commodities. Crude oil.....	491
Block 25	
Export contracts 2. Exporting commodities. Cement. Copper blister ..	512
Block 26	
Export contracts 3. Exporting machinery	535
Block 27	
Export contracts 4. Correspondence relating to export contracts	554
Block 28	
Import contracts 1. General conditions of delivery	572

Block 29	
Import contracts 2. Terms and conditions of sale	599 ₂
Block 30	
Import contracts 3. Importing machinery	611
Block 31	
Import contracts 4. Importing hardware and software	637]
Block 32	
Import contracts 5. Correspondence relating to import contracts	659
Block 33	
Claims 1. Claims and complaints	678
Block 34	
Claims 2. Delay in delivery. Short- or non-delivery	695
Block 35	
Claims 3. Damage and unsatisfactory packing	717
Block 36	
Claims 4. Inferior quality	739
Block 37	
Claims 5. Complaints in connection with transportation and payment	757
Block 38	
Banking 1. Documentary credit	771
Block 39	
Banking 2. Documentary collection. Some aspects of commercial banking	805
Glossary of English-Russian commercial terms	836
Глоссарий русско-английских коммерческих терминов.....	912
Appendix	978