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https://www.100test.com/kao_ti2020/132/2021_2022__E7_94_A8_E7_AE_80_E5_8D_95_E8_c96_132624.htm (161)A: Yes , may I help you ?B: We had a damaged shipment from you .A: Well look into it right away for you .A:有什么事吗 ? B:你们送来的货有损坏。 A:我们会立刻调查清楚。 (162)A: Was the damage extensive ?B: Id say about half of the shipment is unusable .A: Well send a man right out to look at it .B: Good ,well be expecting him .A:坏得很多、很严重吗 ? B:我看大概有一半的货不能用了。 A:我们马上会派个人去查看。 B:好 , 我们等着他。 (163)A: How bad was the damage .B: One packing case was crushed .A: Was all the material in that case destroyed ?B: We dont think we can use any of it at all .A:损坏情况如何 ? B:有一个箱子全压坏了。 A:箱里的东西都毁了吗 ? B:我看都不能用了。 (164)A: Did you note the damage on the bill of lading ?B: Yes ,of course .A: Well start a claim with the shipping company .B: Well wait and see what they say .A:你把损坏情形注明在提货凭单上了没 ? B:当然。 A:我们会向货运公司着手申请赔偿的。 B:看看他们怎么说吧。 (165) A: Just whose fault is this damage ?B: The order was in good shape when it left out factory .A: It certainly didnt arrive here that way .B: Well make it right with you ,of course . A:这次的损坏究竟是谁的责任呢 ? B:货离开工厂时都是完好无缺的啊。 A:送到这儿时可不是那样 ! B:真相如何 , 我们一定会让你知道。 (166)A: How about taking the damaged portion at a lower price ?B: What kind of price did you have in mind ?A: I was thinking of 40% off .B: That will

probably be ok .A:损坏的那一部分就算便宜一点 , 如何 ? B:你说多少呢 ? A:打个6折吧。 B:应该可以吧。 (167)A: Im sorry ,but I dont think this damage is our fault .B: What do you mean ?A: It looks like the shipping company did this .B: Wed better take it up with them ,in that case .A:抱歉 , 不过我不认为这次的损坏是我们的错。 B:你这话是什么意思 ? A:应该是货运公司造成的吧。 B:如果是那样 , 我们最好向他们提出来。 (168)A: We cant process your damage claim .B: Why not ?A: You didnt note the damage on the bill of lading .B: I see .A:我们无法办理你的索赔。 B:为什么 ? A:你没有在提货单上注明损坏情况。 B:这样子 ! (169)A: It looks like we have problem with the shipment .B: What kind of problem .A: We came up about two cases short .B: I see ,well look for them on our end .A:货有问题哦。 B:什么样的问题呢 ? A:我们发现大概短少了两箱。 B: 哦 , 我们这边会找找看。 (170)A: Are you sure you sent the full order ?B: Yes ,why ?A: We seem to be three packages short .B: Youd better check with the shipper .A:你确定货全部都出来了 ? B:是的。 怎么样呢 ? A:好像少了三大箱。 B:你最好向货运公司查查看。 (171) A: Were sorry ,but we cannot allow your claim .B: Why not ?A: The material was not damaged by us.B: Well have to talk this over some more .A:对不起 , 我无法接受你的赔偿要求。 B:为什么 ? A:东西不是我们损坏的。 B:这件事我们得好好地再谈一谈。 (172) A: What about our claim ?B: Our shipping manager is looking into it .A: When will we hear something from him ?B: On , in just a day or two ,I think .A:我们的赔偿怎么样啦 ? B:我们的货运经理正在调查这件事。 A:什么时候会有消息呢 ? B:哦 , 我想就这一、

两天吧。 (173)A: Here is the final settlement for your claim .B:
Thanks , we appreciate the fast work .A: We only hope we wont have
this kind of problem again .B: That goes for us too . A:你的赔偿问
题终于解决了。 B:谢谢你们这么快就办好了。 A:我们仅希望
不会再有这样的事情发生。 B:我们也是这么希望? 100Test 下载
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