

进出口实用英语 - 索赔 PDF转换可能丢失图片或格式，建议
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https://www.100test.com/kao_ti2020/150/2021_2022__E8_BF_9B_E5_87_BA_E5_8F_A3_E5_c85_150902.htm 1. 因货物与样品不一致，要求退货 We have received today the goods we ordered on June 10. On examination we have found not all the goods correspond with your original samples. The quality is much inferior and the weights lighter. We are, therefore, returning the goods to you with freight forward. 2. 通知对方到货数量不足，要求送来不足部分 Your goods have arrived today. On opening the case we have found the goods are short by 10 units. We have only a few stocks, and ask you, therefore, to ship the 10 units by airfreight immediately on receipt of this letter. 3. 通知对方货品出错，要求重新送货 We have received your goods covering our order of August 10. On opening the goods, we have found it contains completely different articles. As we need the correct articles, we request you arrange for dispatch of replacements at once. Meanwhile we will keep the goods at your disposal. 4. 通知对方货品品质不良，并寄送样品 We are sorry to inform you that your last shipment is not up to your usual standard. The goods seem to be roughly made and are inclined to be inferior. By separate mail we have sent you a sample of this article so that you see the inferiority of the goods dispatched. 5. 通知货物的破损 We have found that one case of the consignments is badly damaged. Among the goods, thirty units are broken, and the mechanisms are exposed. As you will see in our survey report enclosed, these articles are seriously damaged, and are quite

unsaleable..6.要求紧急援助We have always relied on your goods and are all the more at a loss in this case because we have to supply these articles to new customers. Therefore we ask you to let us know immediately how you can help us in overcoming this difficulty.7. 因对方包装不良而导致破损On examining your goods, 50 units, half of the consignments, are badly damaged. This is obviously due to your poor packing of the goods because they have been placed without any padding. The surveyors report is enclosed in this letter.8. 通知对方重量不足, 希望提供证据Your goods are short by 15 tons from our order. The difference between the weight received and the figure in your invoice perplexes us as to whom we have to lodge our claim either with the shipping company or the shipper. It will be very helpful for us to push our claim if you can give us some evidence that your figure in the invoice is correct.9. 要求尽速补足缺少的货物As you well know, we have been put into a very awkward situation on account of this shortage of supply, and we ask you to dispatch the necessary amount as soon as possible. In the meantime we await your prompt reply.10. 因品质不良而取消订单, 退回订货The inferior quality of our order has made your goods useless for our purpose and we are compelled to cancel the order immediately. Under the circumstances, the only way we can take will be to return all the goods to you with freight forward.11. 通知对方若打折扣, 就接受货物We consider you will suffer a heavy loss from cancellation of order, and it will be more favorable to both of us to search for another step. Therefore we will take your goods at some reasonable discount.12. 说明己方包装无误, 请对方向保险公司

索赔 We have learned from your letter that one case of our shipment is badly damaged. As the goods were packed with the best care we assume that the case has been roughly handled. Therefore we ask you to lodge your claim with the insurance company. 12a. 因数量不一致，补运代替品 On investigating the matter of your claim, we have noticed a discrepancy between our invoice figure and the quantities you specified. On the quantities you required, we will ship the replacements at once. We sincerely apologize for the inconvenience you have been put to. 14. 为不良品质而道歉，并寄运代替品 We are sorry to learn from your letter that the quality of our goods is not satisfactory to you. We appreciate your problem and shall take the goods. Meanwhile we will make new delivery of the replacement goods at once. We hope this will meet your requirements. 15. 解释发生错误的原因，并运送正确货品 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com