

特别理赔信写作范例(1) PDF转换可能丢失图片或格式，建议  
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(一) 有些商家是秉承“售出概不退换”的原则的。如果偏偏在这样的商家买的东西出了问题，该怎样去争取理赔呢？我们看看下面这位客户是怎样争取让商家给他换有毛病的丝巾的吧。

Dear Manager While working in China for the past three years, I had always purchased gifts from the Friendship Gallery for my Canadian friends. The quality and value had always been more than I could reasonably expect, and I have often recommended you store to others. Last autumn, I was back in Canada, but I did not forget to mail-order some charismas gifts from your usual annual Fall Sales. After examining the gifts supplied to my order of November 2, I found that there was a distinct hole in the middle of one of the silk scarves. Although I remember that you apply a no-return policy to this kind of merchandise, I sent this silk scarf in a separate mailing yesterday so that you may see the damage for yourself. When you receive it I am sure that you will share my surprise and dismay. I understand from my past experience with the Friendship Gallery that this is an unusual situation. Will you kindly reconsider your no-return regulation with one of your loyal customers and replace the above mentioned silk scarf by mailing another one? I would be delighted to have it and present it to my friend for Christmas. Yours sincerely

在信的开头，客户先是赞扬了商家的产品，并表示自己是他们的忠实客户。这些话都有利于建立一个良好的对话

情景。然后详细解释货品的损害，以求得到读者的同情和支持。最后，通过道义的力量力争得到商家的赔偿。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](http://www.100test.com)