

特别理赔信写作范例(2) PDF转换可能丢失图片或格式，建议
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(二) 商品出了毛病，卖家却一再推卸责任。这样的索赔可实在是个艰辛的斗争过程。我们看看下面这位用户是怎么写这样一封理赔要求信的吧！

Gentlemen Your Super Electric household appliances have always given me a pleasure in doing my housework. Recently, I was glad to notice the opening up of a new store of your Super Electric in Seattle and decided to make a purchase of a new dishwasher to ease my kitchen job. Three weeks ago I came to the store and talked to a salesman about my preference. I noticed the store policy of offering installation with the purchase. However, when I asked for the work on the machine I would buy from the store, I was told to wait for a week because the plumber, who has got a part-time job for this store, was unavailable right then. As I needed an immediate performance of my dishwasher, I convinced Mr. Robert, the manager of the store to have another plumber for the installation. Mr. Robert agreed only after I said that I would have to buy elsewhere unless he could have the machine installed. The dishwasher disappointed me when I used it the first time. My kitchen became flooded soon after the machine started working. I phoned both the plumber and Mr. Robert to determine the problem. The plumber said that there was something wrong with the hot water valve on the dishwasher and that the store was responsible for replacing the defective one. Mr. Robert said that

the dishwasher was improperly installed and that the plumber was responsible for the poor performance. Neither showed any indication of correcting the problem. I talked to them many times, but failed to get any action done for my request. That is why I am writing to you, the Customers Service of the corporation. As it is known for its good quality of products and efficient service, I believe that Super Electric has always been doing the best in making your customers every purchase a perfect one. Would you please look into the matter immediately ? I require my newly bought dishwasher to have proper installation and operation. It would be very much appreciated if you could arrange for the store to perform the repair under the warranty or authorize me to have the repairs made. The best time to contact me is 4-6 pm during weekdays. Sincerely yours

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