

外贸业务外语：简易全套外贸英文邮件（二）PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/285/2021_2022__E5_A4_96_E8_B4_B8_E4_B8_9A_E5_c67_285737.htm 交易的进行 12. 抱怨
发货迟延 Dear Sirs: Sept. 25, 2001 Concerning our order No. 599 for 200 mountain bikes, so far you have shipped only 50 bikes against the shipment. We are notifying you that we reserve our right to claim on you for the shortage, if it is confirmed. We have given our customers a definite assurance that we would supply the goods by the end of September. We hope you will look into this urgent matter. Yours faithfully 12a. 处理客户的抱怨 Gentlemen: Sept. 30, 2001 In response to your letter of Sept.25, we regret your complaint very much. Today we received information from Hong Kong that the remaining 150 bikes were on a ship that developed engine trouble and had to put into port for repairs. The trouble was not serious, and the vessel is now on her way. She would arrive at your place tomorrow or the next day. Truly 14-1 取消订货 Dear Sirs: Oct. 2, 2001 We are sorry that causes completely beyond your control have made it impossible for you to keep the shipment date of Sept. 30. Since you have failed to uphold your end of the agreement, we find it necessary to cancel our order. Unfortunately, our buyers cannot wait indefinitely for the units. We are sorry that it is necessary to take such a drastic step. Sincerely 14-2 谅解迟运原因 Gentlemen: Oct. 2, 2001 We have received of your notice of delay of shipment due to mechanical troubles on the ship. We are pleased that the order is now on its way. Thank you for the notice. We are eagerly awaiting

the ship ' s arrival. Yours faithfully 交易的尾声 15. 货物损坏报告

Dear Sirs: Oct. 4, 2001 Upon arrival of your shipment, the ship ' s agents noticed that case No. 5 was damaged and notified us. The number of articles in the case is correct according to the invoice, but the following articles are broken: (List of articles) As you will see in our survey report and of the ship ' s agents ' , that these units are damaged and quite unsaleable. Please send us replacements for the broken articles. we await your reply in due course. Sincerely 16-1. 拒绝承担损坏责任

Dear Sirs: Oct. 8, 2001 Thank you for informing us of the damaged shipment. Since the units were packed with the best of care, we can only assume that the cases were handled roughly. We therefore urge you to lodge your claim with the insurance company. Sincerely 16-2. 承担赔偿责任 Gentlemen: Oct. 8, 2001

As soon as we got your letter we got in touch with the packers and asked them to look into the matter. It appears that the fault lies with the packaging materials used. We have since corrected the mistake. We apologize for the oversight, and are sending a new delivery immediately. Sincerely 交易花絮 17. 催要逾期货款 Dear Sirs:

Nov. 30, 2001 It has come to our attention that your payment is one month overdue. The units ordered were delivered to you on September 26 and were invoiced on September 30. Payment is due on October 30. We look forward to seeing your remittance within a week. Sincerely 18. 付清逾期货款 Dear Sirs: Oct. 3, 2001

We have looked into the cause of the delay in payment and have found that our accounting department made an oversight in making your remittance. We are sorry for the inconvenience. The sum of US\$

20,000 has been sent to you by Telegraphic Transfer and should reach you sometime tomorrow. Sincerely 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