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https://www.100test.com/kao_ti2020/289/2021_2022__E5_95_86_E5_8A_A1_E8_8B_B1_E8_c85_289967.htm useful sentence : Partial shipment is allowed useful sentence 允许分批装运。 customer complains apologize v. 抱歉 ; 致歉 We apologize for our mistake. 我们对所造成的错误致上歉意。 break down 故障 The printer is always breaking down. 这台印表机老是故障。 claim n. (保险) 理赔 ; 费用申请 the claim was not approved by the insurance company. 保险公司并未核准这项理赔。 complaint n. 抱怨 ; 不满 Lets begin with the recent complaints about customer service that weve received. 我们就从最近客服部所接到的客诉开始讨论。 criticism n. 批评 The online auction company has been under intense criticism lately. 这家线上拍卖公司近来饱受严厉批评。 defective adj. 瑕疵的 ; 有缺陷的 You can get refunds on any damaged or defective merchandise. 任何损坏或瑕疵商品皆可退款。 feedback n. 意见反映 Im interested to hear your feedback regarding our products. 我想听听您对我们产品的意见。 improve v. 改进 ; 改善 What could we do to improve our service? 我们能做什么来改善服务品质 ? invalid adj. 无效的 Your warranty is invalid without an official registration stamp. 您的保固书没盖官方册章所以无效。 price list 价目表 We had some internal problems with the price list. 我们公司内部在价目表上出了问题。 product quality 品质 Your product quality is terrible. 你们的品质很差。 purchase n. 购买 We can send you a shipping label so that you can return your purchase at no extra charge. 我们会寄给你一张出货标

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