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https://www.100test.com/kao_ti2020/453/2021_2022__E5_95_86_E5_8A_A1_E8_8B_B1_E8_c85_453401.htm A Specimen Letter Dear Sirs:As a result of faxes exchanged between us, we are pleased to inform you that we have reached an arrangement regarding your claim on shipment per the S.S. Peace for late delivery.We have advised you this morning by fax of our appreciation that this matter has now been settled. Enclosed please find our check in the amount of U.S.\$56,000 in final and complete settlement of this claim.It is our hope to express again our satisfaction that this mishap has been amicably settled and look forward to promoting our business relationship with your corporation.作为我们双方传真往来磋商的结果，我们很高兴地通知贵方，关于由“和平”轮运载的货物迟交一事所引起的索赔，我们已经达成了一项协议。今天上午，我方已发传真感谢贵方索赔问题已获解决。兹附上五万六千美元支票一张，作为最终全部了结此项索赔，请查收。对这一不幸事件得以友好解决，我们很称心如意，盼望能促进与贵公司的业务关系。 Substitution Drills1 A: Five cases were found broken and the units inside seriously damaged.arrived in a badly damaged condition.out of the whole lot were found soiled.B: Really! That ' s something unexpected.发现五箱破损，里面的装置严重损坏。五箱货到达时状况破损严重。整批货物中有五箱污损。真的！那真是没有料到哦。 2 A: The goods were in perfect condition when they left here.B: According to our survey report,the damage was caused by poor packaging.the goods were

carelessly packed.货物从这里运出时，状况良好。据我们的调查报告显示，损坏是由于包装不当引起的。商品包装得很粗糙。3 A: According to our survey report,poor packaging caused the damage.the quality deterioration occurred in transit.the breakage took place during transit.B: That could have happened in transit due to rough handling.high humidity and temperature.improper stowage.据我们的调查报告显示，是包装不当导致了破损。在运输途中发生了变质问题。在运输过程中发生了破损。由于搬运粗糙很可能在运输途中发生了这样的问题。潮湿和高温装载方式不当4 A: Please look into the matter and have the case settled immediately.Please see your way to make a prompt settlement of the case.Please do your best to bring the case to a satisfactory close.B: We ' ll check it up with the parties concerned right away.get in touch with the shipping company and see what can be done.take the matter up with the underwriters and give you the result as soon as possible.请调查此事，并立即解决。请寻求方法迅速解决此事。请尽最大努力圆满解决此事。我们将立刻对涉及双方进行核查。我们将联系船舶公司看如何处理此事。我们将会和保险商一起考虑此事，并尽快给你答复。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