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[https://www.100test.com/kao\\_ti2020/465/2021\\_2022\\_\\_E5\\_A4\\_96\\_E8\\_B4\\_B8\\_E4\\_B8\\_9A\\_E5\\_c67\\_465161.htm](https://www.100test.com/kao_ti2020/465/2021_2022__E5_A4_96_E8_B4_B8_E4_B8_9A_E5_c67_465161.htm) (161)A: Yes, may I help you?B: We had a damaged shipment from you.A: Well look into it right away for you.A : 有什么事吗？ B : 你们送来的货有损坏。 A : 我们会立刻调查清楚。(162)A: Was the damage extensive?B: Id say about half of the shipment is unusable.A: Well send a man right out to look at it.B: Good, well be expecting him.A : 坏得很多、的很严重吗？ B : 我看大概有一半的货不能用了。 A : 我们马上会派个人去查看。 B : 好，我们等着他。(163)A: How bad was the damage.B: One packing case was crushed.A: Was all the material in that case destroyed?B: We dont think we can use any of it at all.A : 损坏情况如何？ B : 有一个箱子全压坏了。 A : 箱里的东西都毁了吗？ B : 我看都不能用了。(164)A: Did you note the damage on the bill of lading?B: Yes, of course.A: Well start a claim with the shipping company.B: Well wait and see what they say.A : 你把损坏情形注明在提货凭单上了没？ B : 当然。 A : 我们会向货运公司着手申请赔偿的。 B : 看看他们怎么说吧。(165)A: Just whose fault is this damage?B: The order was in good shape when it left out factory.A: It certainly didnt arrive here that way.B: Well make it right with you, of course.A : 这次的损坏究竟是谁的责任呢？ B : 货离开工厂时都是完好无缺的啊。 A : 送到这儿时可不是那样！ B : 真相如何，我们一定会让你知道。(166)A: How about taking the damaged portion at a lower price?B: What kind of price did you have in mind?A: I was

thinking of 40% off. B: That will probably be ok. A: 损坏的那一部分就算便宜一点, 如何? B: 你说多少呢? A: 打个6折吧。 B: 应该可以吧。 (167) A: I'm sorry, but I don't think this damage is our fault. B: What do you mean? A: It looks like the shipping company did this. B: We'd better take it up with them, in that case. A: 抱歉, 不过我不认为这次的损坏是我们的错。 B: 你这话是什么意思? A: 应该是货运公司造成的吧。 B: 如果是那样, 我们最好向他们提出来。 (168) A: We can't process your damage claim. B: Why not? A: You didn't note the damage on the bill of lading. B: I see. A: 我们无法办理你的索赔。 B: 为什么? A: 你没有在提货单上注明损坏情况。 B: 这样子! (169) A: It looks like we have a problem with the shipment. B: What kind of problem. A: We came up about two cases short. B: I see, we'll look for them on our end. A: 货有问题哦。 B: 什么样的问题呢? A: 我们发现大概短少了两箱。 B: 哦, 我们这边会找找看。 (170) A: Are you sure you sent the full order? B: Yes, why? A: We seem to be three packages short. B: You'd better check with the shipper. A: 你确定货全部都出来了? B: 是的。 怎么样呢? A: 好像少了三大箱。 B: 你最好向货运公司查查看。 (171) A: We're sorry, but we cannot allow your claim. B: Why not? A: The material was not damaged by us. B: We'll have to talk this over some more. A: 对不起, 我无法接受你的赔偿要求。 B: 为什么? A: 东西不是我们损坏的。 B: 这件事我们得好好地再谈一谈。 (172) A: What about our claim? B: Our shipping manager is looking into it. A: When will we hear something from him? B: Oh, in just a day or two, I think. A: 我们的赔偿怎么样啦? B: 我们的货运经理正在调查

这件事。A：什么时候会有消息呢？B：哦，我想就这一、的两天吧。(173)A: Here is the final settlement for your claim.B: Thanks, we appreciate the fast work.A: We only hope we wont have this kind of problem again.B: That goes for us too.A：你的赔偿问题终于解决了。B：谢谢你们这么快就办好了。A：我们仅希望不会再有这样的事情发生。B：我们也是这么希望？

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