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Dear Mr. Jones:
We have received your letter of 18th July, informing us that the sewing machines we shipped to you arrived in a damaged condition on account of imperfectness of our packing. Upon receipt of your letter, we have given this matter our immediate attention. We have studied your surveyors report very carefully. We are convinced that the present damage was due to extraordinary circumstances under which they were transported to you. We are therefore not responsible for the damage. but as we do not think that it would be fair to have you bear the loss alone, we suggest that the loss be divided between both of us, to which we hope you will agree.

Sincerely,处理对货物品质的投诉
Dear Mr. Jones: We very much regret to learn from your letter of 2nd March that you are not satisfied with the dress materials supplied to your order No.9578 From what you say it seems possible that some mistakes has been made in our selection of the materials meant for you and we are arranging for our Mr. Yang to call on you later this week to compare the materials supplied with the samples from which you ordered them. If it is found that our selection faulty, then you can most certainly rely on us to replace the materials. In any case, we are willing to take the materials back and, if we can not supply what you want, to cancel your order, though do this reluctantly since we have no wish to lose your custom. Sincerely, 100Test 下载频道开通，各

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