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class="mar10"> 把国际商务师站点加入收藏夹 欢迎进入：2009
年国际商务师课程免费试听 更多信息请访问：百考试题国际
商务师、百考试题论坛国际商务师 特别理赔信写作范例（一

）有些商家是秉承“售出概不退换”的原则的。如果偏偏在这样的商家买的东西出了问题，该怎样去争取理赔呢？我们看看下面这位客户是怎样争取让商家给他换有毛病的丝巾的吧。

Dear Manager While working in China for the past three years, I had always purchased gifts from the Friendship Gallery for my Canadian friends. The quality and value had always been more than I could reasonably expect, and I have often recommended you store to others. Last autumn, I was back in Canada, but I did not forget to mail-order some charismas gifts from your usual annual Fall Sales. After examining the gifts supplied to my order of November 2, I found that there was a distinct hole in the middle of one of the silk scarves. Although I remember that you apply a no-return policy to this kind of merchandise, I sent this silk scarf in a separate mailing yesterday so that you may see the damage for yourself. When you receive it I am sure that you will share my surprise and dismay. I understand from my past experience with the Friendship Gallery that this is an unusual situation. Will you kindly reconsider your no-return regulation with one of your loyal customers and replace the above mentioned silk scarf by mailing another one ? I would be

delighted to have it and present it to my friend for Christmas. Yours sincerely 在信的开头，客户先是赞扬了商家的产品，并表示自己是他们的忠实客户。这些话都有利于建立一个良好的对话情景。然后详细解释货品的损害，以求得到读者的同情和支持。最后，通过道义的力量力争得到商家的赔偿。特别理赔信写作范例（二）商品出了毛病，卖家却一再推卸责任。这样的索赔可实在是个艰辛的斗争过程。我们看看下面这位用户是怎么写这样一封理赔要求信的吧！

Gentlemen Your Super Electric household appliances have always given me a pleasure in doing my housework. Recently, I was glad to notice the opening up of a new store of your Super Electric in Seattle and decided to make a purchase of a new dishwasher to ease my kitchen job. Three weeks ago I came to the store and talked to a salesman about my preference. I noticed the store policy of offering installation with the purchase. However, when I asked for the work on the machine I would buy from the store, I was told to wait for a week because the plumber, who has got a part-time job for this store, was unavailable right then. As I needed an immediate performance of my dishwasher, I convinced Mr. Robert, the manager of the store to have another plumber for the installation. Mr. Robert agreed only after I said that I would have to buy elsewhere unless he could have the machine installed. The dishwasher disappointed me when I used it the first time. My kitchen became flooded soon after the machine started working. I phoned both the plumber and Mr. Robert to determine the problem. The plumber said that there was something wrong with the hot water valve on the dishwasher and that the store

was responsible for replacing the defective one. Mr. Robert said that the dishwasher was improperly installed and that the plumber was responsible for the poor performance. Neither showed any indication of correcting the problem. I talked to them many times, but failed to get any action done for my request. That is why I am writing to you, the Customers Service of the corporation. As it is known for its good quality of products and efficient service, I believe that Super Electric has always been doing the best in making your customers every purchase a perfect one. Would you please look into the matter immediately ? I require my newly bought dishwasher to have proper installation and operation. It would be very much appreciated if you could arrange for the store to perform the repair under the warranty or authorize me to have the repairs made. The best time to contact me is 4-6 pm during weekdays. Sincerely yours

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