

外贸业务外语：简易全套外贸英文邮件（二）PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/645/2021_2022__E5_A4_96_E8_B4_B8_E4_B8_9A_E5_c29_645441.htm 交易的进行 12. 抱怨
发货迟延 Dear Sirs: Sept. 25, 2001 Concerning our order No. 599 for 200 mountain bikes, so far you have shipped only 50 bikes against the shipment. We are notifying you that we reserve our right to claim on you for the shortage, if it is confirmed. We have given our customers a definite assurance that we would supply the goods by the end of September. We hope you will look into this urgent matter. Yours faithfully 13. 处理客户的抱怨 Gentlemen: Sept. 30, 2001 In response to your letter of Sept.25, we regret your complaint very much. Today we received information from Hong Kong that the remaining 150 bikes were on a ship that developed engine trouble and had to put into port for repairs. The trouble was not serious, and the vessel is now on her way. She would arrive at your place tomorrow or the next day. Truly 14-1 取消订货 Dear Sirs: Oct. 2, 2001 We are sorry that causes completely beyond your control have made it impossible for you to keep the shipment date of Sept. 30. Since you have failed to uphold your end of the agreement, we find it necessary to cancel our order. Unfortunately, our buyers cannot wait indefinitely for the units. We are sorry that it is necessary to take such a drastic step. Sincerely 14-2 谅解迟运原因 Gentlemen: Oct. 2, 2001 We have received of your notice of delay of shipment due to mechanical troubles on the ship. We are pleased that the order is now on its way. Thank you for the notice. We are eagerly awaiting

the ship ' s arrival. Yours faithfully 相关推荐：2007年度国际商务
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