



“十二五”职业教育国家规划教材
新世纪高职高专商务英语专业系列规划教材

Century Business English

世纪商务英语—函电与单证

(第六版)

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Unit 6 Complaints and Claims 申诉和索赔

Background

During the process of the contract execution in international trade, if one party does not perform the contract (for example, non-delivery, later delivery, non-payment, etc.) or the goods delivered are short in weight, not in conformity with the sample or simply lost, the other party who suffers losses has the rights to complain or claim according to the relevant terms in the contract.

Complaints or claims could be settled through an amicable discussion by both parties. In case no settlement can be reached, the case under disputes can be submitted for arbitration to be held in the country where the defendant resides or the third country agreed on in the contract. The arbitral award is accepted as final and binding upon both parties. The arbitration fees shall be borne by the losing party.

Unit 6 Complaints and Claims 申诉和索赔

Writing Points of Complaints or Claims

Opening: purposes or reasons of writing, which are: the receipt of goods or complaints.

Body: details of requirements, which are:

- a. details of complaints or claims;
- b. the suggestion for a settlement, such as a request for replacement, delivery, or the compensation.

Closing: expectation of prompt attention or an early reply.

Unit 6 Complaints and Claims 申诉和索赔

Writing Points of Replies

Replies to these letters generally include two kinds:

1. Agree to the complaint or settle the claim

Opening: a. receipt of the letter or notice of the delivery;

b. regret at the complaint or claim;

Body: agreement to the settlement or accepting the claim, such as to replace the goods, return the goods, send the shortage or agree to the compensation.

Closing: hope for future business or apologies for the inconvenience.

2. Disagree to accept the complaint or claim

Opening: a. receipt of the letter or notice of the delivery;

b. regret at the complaint or claim;

Body: a. disagreement to the complaint or claim and reasons

b. suggestion for a settlement if any;

Closing: expectation for future business.

Lesson 17 Complaints 申诉

Specimen 1 Complaint of Poor Quality

East-West Trading GmbH,
Otto-Hahn-Ring 20, Munchen,
Germany, D-81739

December 12, 2021

China Win-Way Trading Co., Ltd.
No.40 , Qianjin Street , Baiyun District ,
Guangzhou, Guangdong,
China, 510000

Dear Mr. Huang,

Our order No. 250 of June 25 for heart rattan baskets has duly arrived and we have taken delivery of the goods.

We have examined the shipment carefully and, to our great disappointment, find that they are not of the quality we ordered. The materials do not match the samples you sent us. The quality of some of them is so poor that we feel that a mistake has been made in making up the order.

Specimen 1 Complaint of Poor Quality

We have, *therefore, no choice but to* ask you to take the products back and *replace* them with products of the quality we ordered. If you can replace the materials, we are prepared to allow the *agreed* delivery time to run from the date when you confirm that you can supply the correct products.

We look forward to your early reply.

Yours faithfully,

Michael Rigoni

Michael Rigoni

Manager

Specimen 2 A Complaint Accepted

December 15, 2021

Dear Mr. Michael Rigoni,

We are deeply concerned about the complaint about heart rattan baskets supplied to your order No.250. Meanwhile, we are glad you bring this matter to our attention.

We looked into the matter and found the quality of the goods was really not in conformity with the samples. After tracing, we find it resulting from a fault in packing. Some unqualified products have been packed and delivered to you.

Specimen 2 A Complaint Accepted

We are arranging for the correct goods to be dispatched to you at once. The relevant **documents** will be mailed to you as soon as they are ready. As regards the wrong goods, please keep them until they are called for by our agents who have been informed of the situation.

We apologize for the inconvenience caused by our error.

Yours faithfully,

Huang Kai

Huang Kai

Manager

Tags

complaint

申诉,投诉

documents

单据

Arm Yourself

1 match v. 相配；十分相似；和.....符合

e.g. 我们希望这批货跟上个月你寄来的样品一样。

We hope the shipment will match the sample you sent us last month.

2 make up 包装；补偿

e.g. 我们希望你方能补偿损失。

We hope you could make up the losses.

3 have no choice but to (do) 别无他法，只好

e.g. 我们不得不取消订货。

We have no choice but to cancel the order.

我们不得不拒收货物，因为你方发错货物了。

We have no choice but to decline the goods as you made delivery of the wrong goods.

4 replace v. 提供代替品, 替换

句式: replace A with/by B

replace A

A be replaced with B

B replace A

replace with/by B

n. replacement 代替或被代替的行为或过程; 替换; 替换货物

make replacement with B

make replacement of A

Arm Yourself

5 agreed adj. 已一致(同意)的; 经过协商的

n. agreement 协议, 协定

make agreement with sb. in sth. 与.....在.....方面达成协议

be in agreement with sb. 同意某人

be in agreement with sth. 与.....相符, 一致

adj. agreeable 适合的; 同意的, 赞成的, 适宜的

sth.be agreeable to sb. 某事使某人满意, 某人可以接受某事

sb. be agreeable to sth. 某人同意某事

agreeable weather 适宜的天气

e.g. 我们同意你方建议。

We are agreeable to/agree to your suggestion.

你方报盘我们可以接受。

Your offer is agreeable to us.

6 complaint

n. an expression of dissatisfaction 抱怨， 起诉， 申诉

lodge/make/lay a complaint against sb. 对某人提出诉讼

e.g. 我们收到一份对短重的申诉。

We received a complaint about the short-weight.

v. complain 抱怨， 起诉， 申诉

complain about/of sth.

7 bring this matter to one's attention 使某人注意某事

同义: call/ draw/invite one's attention to sth.

8 look into 调查

e.g. 我们会对你方所抱怨一事进行调查。

We will look into your complaint.

- 9 fault n. 缺陷, 故障, 缺点
adj. faulty 有缺陷的, 有缺点的
faulty goods 有毛病的货物
faulty packing 有缺陷的包装

进出口企业如何对外索赔

一、进口商品发生质量、数量、重量、包装或安全、卫生等问题而需要对外索赔的，一般可以通过以下几种途径：

- ① 报请出入境检验检疫机构检验并出具检验证书，作为对外索赔的依据。
- ② 报告进口公司，由进口公司与外商联系，通过买卖双方友好协商解决。
- ③ 根据运输部门签发的单证，如理货溢缺单、路运商务记录、空运邮运事故记录等问题向有关负责方索赔。
- ④ 国外来人共同开箱检验或指导安装和负责调试的，现场发现质量问题后，由双方现场代表做出记录，做好会签或备忘录，然后通过双方友好协商解决。处理结果报告进出口公司及出入境检验检疫机构。
- ⑤ 按照正常途径解决不了时，可按照合同规定，通过仲裁解决。
- ⑥ 通过诉讼方式解决。其他途径都不能解决时，不得已只有诉诸法律。

进出口企业如何对外索赔

二、对外索赔应根据索赔对象的不同而采取不同的方法

一般索赔对象可分为发货人（卖方）、承运人（船方、航空、铁路、邮政）、保险人和装卸人四个方面，可通过外贸经营单位或外贸运输部门向有关负责方索赔。

❶ 品质、规格、性能、效能等不符合贸易合同规定，重量、数量短少，包装不良或货物残损属于国外发货人责任的，以及残损短少属于国外保险人责任的，须凭检验证书对外索赔。

❷ 残损短少属于船方责任的，短卸数可凭船方在理货溢缺单上签证向承运人索赔，残损商品须凭检验证书对外索赔。

❸ 残损短少属于国外铁路责任的，凭铁路部门签认的商务记录交到货站铁路部门对外索赔。如需确定残损程度和短少数量、重量的，可申请出入境检验检疫机构鉴定出证，与商务记录一起对外索赔。

进出口企业如何对外索赔

二、对外索赔应根据索赔对象的不同而采取不同的方法

一般索赔对象可分为发货人（卖方）、承运人（船方、航空、铁路、邮政）、保险人和装卸人四个方面，可通过外贸经营单位或外贸运输部门向有关负责方索赔。

④ 残损短少属于国外航空、邮运部门责任的，凭航空事故签证或邮政残短签证交民航总局或邮政总局对外索赔。如需确定残损程度和短少数量、重量的，可申请出入境检验检疫机构鉴定出证，与事故签证一起对外索赔。

⑤ 残损短少属于国内运输或装卸部门责任的，可找国内运输装卸部门做出商务记录或残短签证。直接与有关责任方交涉索赔。

⑥ 残损短少属于国内保险公司承保范围内责任的，可向当地保险公司报请查勘并出具报告，凭查勘报告向保险公司办理索赔。如保险公司对外有分保而需要检验证明的，可申请出入境检验检疫机构鉴定出证。

进出口企业如何对外索赔

三、收用货单位在对外提出索赔时，应根据到货质量和残损等实际情况，结合国内使用要求，实事求是地提出索赔的具体要求。一般可采取如下几种方式：

- ① 补发短缺部分。
- ② 退换错装错发部分。
- ③ 全部换货或整机、整件换货或部分换货。
- ④ 货损贬值，按照到货使用价值等进行估损贬值，降价付款或索赔贬值部分。
- ⑤ 补偿备件、零部件或附件。
- ⑥ 修理。由国外派人来修理或退国外修理，或委托收货方修理，卖方负责工料费和工时费以及因修理而影响到货使用或商品销售所造成的损失。

进出口企业如何对外索赔

四、对外索赔后应注意的事项

❶ 凡已对外提出索赔的进口商品，收货、用货单位应妥善保管好到货，包括内、外包装，有些商品可保留有足够代表性的部分货物，以备国外来人看货或复验。对需要退货或换货的，必须保管好全部货物，不得擅自动用。上诉保留货物，都应保管到索赔结案为止。

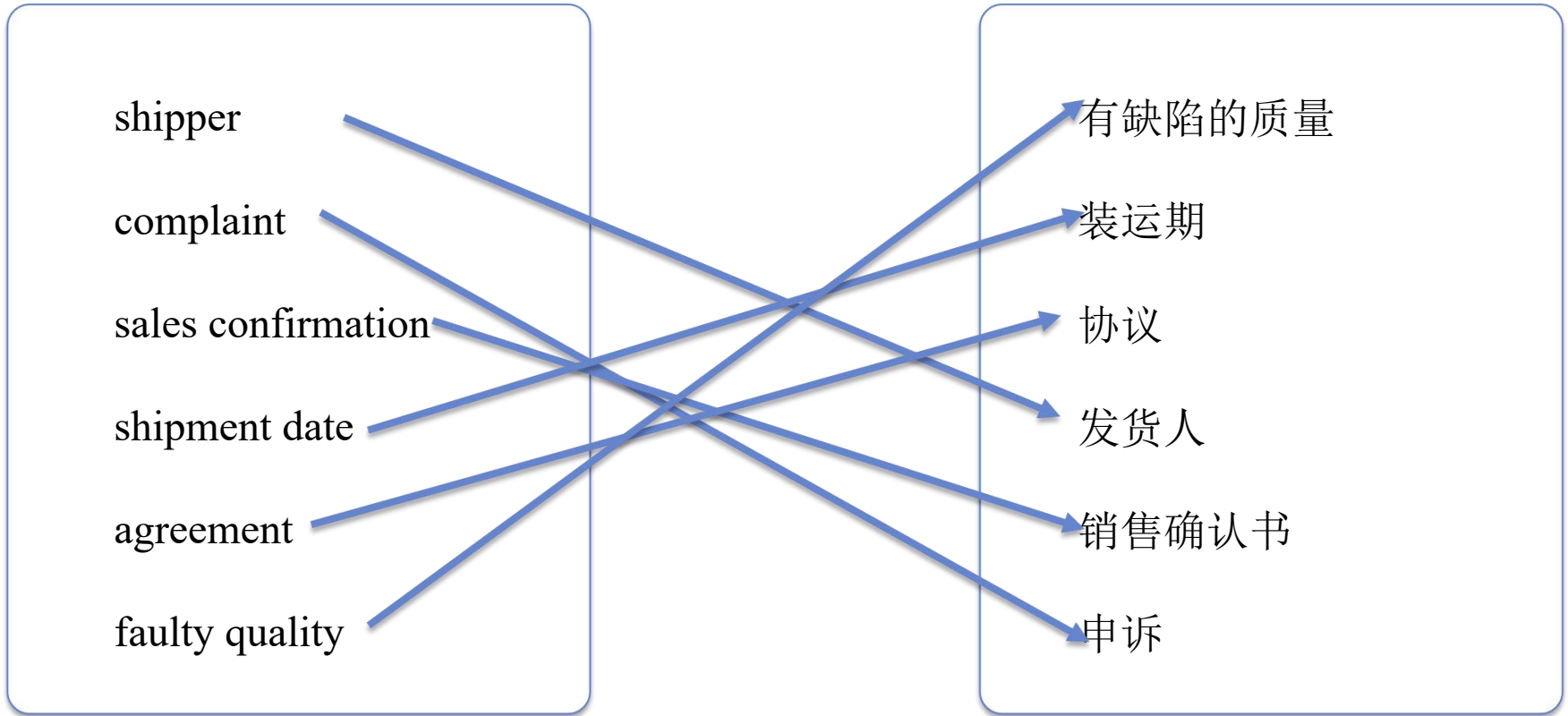
❷ 提出索赔后，收货用货单位应与有关单位（如进口公司、外贸运输公司等）保持联系，以及时掌握国外答复意见，需要时收货、用货单位可提出催复要求。

❸ 对国外理赔的补货、换货、补偿品等，到货后应按出入境检验检疫机构规定，向出入境检验检疫机构申报后认真验收，并及时将检验结构报出入境检验机构审核销案。

Make Yourself Skilled

I. Basic Training

1. Match the Chinese versions with the English expressions.



Make Yourself Skilled

I. Basic Training

2. Choose the best answer for each sentence.

(1) We regret to have to complain _____ the bad quality of shipment of sugar by S.S. "Taishan".

- A. at B. about C. on D. in

(2) The quality is not in conformity _____ the agreed specifications.

- A. to B. in C. with D. on

(3) We find it imperative to look _____ the matter as soon as possible.

- A. to B. into C. with D. at

(4) When receiving the goods we found that they did not agree _____ the original sample.

- A. to B. in C. with D. on

(5) We are clear that we cannot make _____ the inconvenience caused by us.

- A. out B. in C. up D. with

Make Yourself Skilled

II. Improving Training

Fill in the blanks with the following words or expressions.

replace
make up

look into
took delivery of

have no choice but to

- (1) Since you have delayed the shipment, we have no choice but to cancel the contract.
- (2) Please send the goods we need to replace those damaged ones.
- (3) On arrival of M.V“Castle”at Port Louis, we took delivery of the consignment.
- (4) We have to look into this matter in order to find out whose responsibility it is.
- (5) We regret to inform you that Case No. 3 and 6 are broken and the losses should be made up by you.

Make Yourself Skilled

II. Improving Training

2. Translate the following Chinese parts into English.

(1) Your last shipment is so disappointing that 我们不得不向你方提出申诉。(lodge a complaint against)

Your last shipment is so disappointing that I have to lodge a complaint against you.

(2) To our great surprise, 我们认为它们的质量太差, 与样品不相符合。(match)

To our great surprise, we find they are far below the standard and do not match the sample.

Make Yourself Skilled

II. Improving Training

2. Translate the following Chinese parts into English.

(3) Damage to the goods 是由于码头上的粗鲁装卸造成的。 (result from, rough loading)

To our great surprise, we find they are far below the standard and do not match the sample.

(4) We require you to 用完好的货来调换此货。 (replace)

We require you to replace the goods with the perfect goods.

Make Yourself Skilled

II. Improving Training

2. Translate the following Chinese parts into English.

(5) 恐怕我们别无他法，只能 return the goods to you。 (have no choice but to)

We have no choice but to return the goods to you

III. Comprehensive Training

Complaints 申诉

Objectives of Training 实训目的

Through training, students learn how to write a letter about complaints as an importer.
通过实训，学生们学习作为进口商应如何写一封关于申诉的信。

Training Background 实训背景

ROM Trading Company of Sweden recently purchased a batch of flocked hanger from Guilin Li Hao Household Products Co., Ltd. The Order Number is CH571. After the arrival of the goods, Mr. Fatima Peter, the Purchasing Director of ROM Company, inspected the goods and found that some goods were scratched, which affected the sales of the items. On inspection, Mr. Fatima Peter believed that it was caused by the improper packaging. In order to avoid damage in subsequent orders, Mr. Fatima Peter complained to Ms. Li Dan, a salesman of Li Hao Company, for the packaging. Peter asked Li Hao Company to pay 20% of the value of the defective goods as compensation, and to improve the packaging in future orders by using thickening bubble wrap.

Make Yourself Skilled

III. Comprehensive Training

瑞典ROM 商贸公司近期从桂林利好家居用品有限公司采购了一批植绒衣架，订单号为 CH571。货物到达后，ROM 公司的采购经理 Fatima Peter 先生验货发现，部分货物出现了刮擦，影响了产品售卖。经过分析，Fatima Peter 先生认为这是由包装不够完善导致的。为避免后续的订单出现货物损坏，Fatima Peter 先生联系了利好公司的售货员李丹女士，就包装向其提出申诉。Peter 要求利好公司给予瑕疵货物金额的20%作为赔偿，并在今后的订单中改进包装，采用加厚气泡膜包装产品。

Training Requirement 实训要求

Write the letter according to the training background. The format requirement: from the salutation to the complementary closing.

根据实训背景写信。格式要求：从称呼语开始写，至结束敬语。

III. Comprehensive Training

Training Guidelines 实训指南

1. Writing Steps 写作步骤

Writing Points of Complaints or Claims 申诉、索赔函写作要点

Opening: purposes of writing, e.g., the receipt of goods or complaints.

Body: a. details of complaints or claims;

b. the suggestion for a settlement, such as a request for replacement, delivery, or the compensation.

Closing: the expectation of prompt attention or an early reply.

开头：说明写信的意图，如收到货物或提及申诉的事件。

正文：

1. 具体介绍申诉或索赔；
2. 提出自己的要求，如要求更换、退货或赔偿等。

结尾：表明期望能得到及时处理或早日回复等。

III. Comprehensive Training

2. Reference Words and Sentence Patterns 参考词汇及句式

- (1) take delivery of the goods 提货
- (2) examine the shipment 检查船货
- (3) to our disappointment... 令我们遗憾的是.....
- (4) we find that... 我们发现.....
- (5) we therefore ask you to... 我们因此要求你方.....
- (6) replace A with B 用B 替换A
- (7) allow a $\times \times\%$ discount 给予 $\times \times\%$ 的折扣
- (8) compensation 赔偿

Make Yourself Skilled

Reference 参考答案

Dear Mr. Li,

Our order No. CH571 of June 5 for flocked hanger has duly arrived and we have taken delivery of the goods.

We have examined the shipment carefully and, to our great disappointment, find that scratches appear on some hangers.

For your information, the hangers with scratches cannot be sold at the normal price in the market. We therefore ask you to allow a 20% discount for the amount of damaged goods as compensation. Meanwhile, as to the next orders, please use thickening bubble wrap to protect the goods from any possible damage in transit. We hope such an incident won't happen again.

We look forward to your early reply.

Yours faithfully,

Fatima Peter

Supplementary Reading

1. A Complaint of Improper Packing(A Relative Letter to Lesson 15 Specimen 2)

15 January, 2021

Dear Mr. Wang,

Re: Order No. 393 for Women's 100% Cotton T-shirts

The T-shirts under the above order which you shipped on November 10, 2020 were delivered by sea today. After the T-shirts were inspected by the Port Office of SGS (the certificate is enclosed), we found some of the cartons were broken and some of the T-shirts were dirty.

Although not all goods are in bad condition, this experience suggests that the cartons' quality is not so good or the cartons are carried roughly. We hope that in handling our future orders you will bear this in mind.

The T-shirts are usable but because of the condition we cannot sell them at the normal price and suggest that you make us an allowance of 10% at the invoice cost. If you cannot do this, I'm afraid we shall have to return the T-shirts for replacement.

Waiting for your early reply.

Yours truly,

G. P. Johnson

Encl. Inspection of Quality

*SGS (Societe Generale de Surveillance S.A.) 瑞士日内瓦通用鉴定公司

Supplementary Reading

2. A Reply to the Complaint

Dear Mr. G. P. Johnson,

Thank you for your letter of 15 January, 2021 referring to the consignment of cotton T-shirts sent to you per S.S. "Ocean Emperor". We regret to note your complaint.

We have investigated the matter thoroughly. As far as we can ascertain, the goods were in first class condition when they left here. The bill of lading is evidence for this. It is

Supplementary Reading

2. A Reply to the Complaint

obvious that the damage you complain of must have taken place during transit. It follows, therefore, that we cannot be held responsible for the damage.

We therefore advise you to make a claim on the shipping company, Emperor Line, who should be held responsible.

We are grateful that you have brought the matter to our attention. If you wish, we would be happy to take issue with the shipping company on your behalf.

We look forward to resolving this matter as soon as possible.

Yours truly,

Wang Lin

Lesson 18 Claim 索赔

Specimen 1 A Claim for Damaged Goods

PT Jakarta International Spices Tbk
Raya Kelapa Gading No 16, Jakarta Utara,
DKI Jakarta , Indonesia

July 20, 2021

China Win-Way Trading Co., Ltd.
No.40 , Qianjin Street , Baiyun District ,
Guangzhou, Guangdong,
China, 510000

Dear Mr. Li,

We refer to Sales Contract No.354 covering the purchase of 50 metric tons of garlic.

On inspection, we found that 100 bags had burst and that the contents, estimated at 1,000 kgs, had been irretrievably bruised and damaged, which can not be accepted in the market.

Specimen 1 A Claim for Short Delivery

We proceeded to have a survey report made. The report has now confirmed our **initial findings**. The report indicates that the loss was due to the use of substandard bags for which you, the supplier, are responsible.

On the strength of the survey report, we hereby register our claim against you as follows:

The amount of damage USD 1924.50

Survey charges USD50

Total claimed USD1974.50

We enclose Survey Report No.TS6478 and look forward to the early **settlement of the claim**.

Yours sincerely,

Naniek Utami Handayani

Specimen 2 A Claim Accepted(A Reply to the Above)

July 25, 2021

Dear Mr. Handayani,

Reference is made to your letter of July 20 in which you lodge a claim for the damage of 1000 kgs of garlic.

We wish to express our deep regret at this incident. We have checked with our warehouse and discovered that part of your consignments were packed in a new lot of mesh bags which were not used before. After tracing the source of these bags, it is found that they were delivered wrongly by our supplier.

We are most concerned to maintain our long-standing trading relationship. We therefore enclose a cheque for USD1974.50 in full and the final settlement of your claim.

We trust that this unfortunate error will not adversely affect our future relations.

Yours faithfully,

Li Wen

Tags

survey report

检验报告, 调查报告

initial findings

最初的检验结果

settlement of claim

索赔的处理

Arm Yourself

1 claim n. 索赔, 赔偿要求

其他表达: accept a claim 接受索赔

entertain a claim 考虑接受索赔

relinquish/reject a claim 拒绝索赔

withdraw a claim 撤回索赔

settle a claim 理赔

admit a claim 同意索赔

e.g. 他们向出口商提出了破损的索赔。

They lodged a claim against the exporter for the breakage.

a claim for/on damaged goods 由于货物损坏而赔偿

表示索赔的金额, 一般用介词for

a claim for USD20,000.00 索赔2 万美元

表示对某批货物索赔, 一般用介词on

a claim on the goods under Order No. 100 对100 号订单项下货物提出索赔

v. claim 索赔, 要求赔偿

表示索赔的原因, 一般用介词for 或on

the amount claimed 索赔的金额

e.g. 买方可向卖方提出索赔, 要求赔偿损失。

The buyer can claim the losses with the seller.

2 inspection n. 检验, 检查

CIQ (China Exit and Entry Inspection and Quarantine Bureau) 中国出入境检验检疫局

IITS (Inchcape Inspection and Testing Service) 英之杰检验集团

OMIC (Japan Overseas Merchandise Inspection Company) 日本海外货物检验株式会社

3 estimate v. 推测, 估计

estimated price estimation 估价

ETS= estimated time of sailing 估计起航时间

ETD= estimated time of departure 估计出发时间

ETA= estimated time of arrival 估计到达时间

- 4 proceed v. 继续, 进行 n. 收入, 收益
proceeds of sale 销售收入
collect proceeds from 向.....收取货款

5 survey v. 调查, 检查 n. 检验, 检查, 调查

survey report 调查报告

survey charge 调查费用

e.g. 根据调查报告, 货物装运时完好无损。

According to the survey report, the goods were in good condition when shipped.

6 on the strength of 凭借；根据

e.g. 在银行担保的基础上，我们同意以赊销的方式向他们供货。

On the strength of the bank's guarantee we agree to supply them on open account basis.

Arm Yourself

7 settlement n. 解决, 清偿

e.g. 我们希望能达成和平解决办法。

We hope we can reach an amicable settlement.

如果不能友好协商解决, 此案将提交仲裁。

In case no settlement can be reached amicably through negotiation, the case shall then be submitted for arbitration.

我们希望这些纠纷能获得永久的解决。

We hope for a lasting settlement of all these troubles.

v. settle 解决, 清偿

e.g. 问题已经解决了。

The question has been settled.

本合同项下所发生的任何争议应通过仲裁予以解决。

Any dispute that may arise under this Contract shall be settled by arbitration.

请立刻结清你的欠账。

Please settle your account immediately.

8 short adj. 不足，短少

sb. is short of sth. 短少，缺乏.....

n. shortage 短缺，短少，不足

shortage of stocks 存货不足

be in shortage 缺乏，短缺

e.g. 原料缺乏导致供货短缺。

A shortage of materials resulted in a shortage of supply.

9 check v. 检查, 核对

e.g. 我会马上检查这些问题, 给你一个满意的答复。

I'll check these problems immediately and give you a satisfactory reply.

10 specify v. 明确说明或详细指明

e.g. 我们在信用证中规定了成交的条件条款。

We specify in the L/C the terms and conditions concluded.

一、如何处理客户申诉和索赔

当客户提出抗议并要求索赔，公司内部必须细心应对，避免事件扩大损及企业形象。索赔事件如果处理得当，不仅可以消除企业危机，甚至能够得到客户的谅解和长期支持。在进行客户索赔处理时，以下7个方面需要相关执行人员注意：

① 保持亲切友善 与客户应对时，切记保持亲切、友善的态度，让客户感觉到我们认真负责处理事情的责任感。

② 诚恳表示歉意 如果问题显然归责于我方时，应速向客户道歉，并尽快处理；如果原因不能确定时应迅速追查原因（应对我方的产品具备信心），不可在调查的阶段轻易与客户妥协。

③ 及时合理赔偿 面对消费者的抱怨或赔偿要求，以不影响一般消费者对本公司印象的恶化为要义，由专职专业服务人员向客户致谢，并以完好的产品予以调换；在缺少同样产品时，可给予金钱的补偿。

一、如何处理客户申诉和索赔

④ 随时跟踪服务 当客户要求赔偿而赔偿调查需要耗费较长时日时，应向客户详细说明，取得其谅解（应设法取得凭证）。在处理上应注意加强追踪。

⑤ 分清责任轻重 当要求赔偿的原因不在我方时，应由承办人员召集相关人员，开会明确责任所在，并确定是否应赔偿以及赔偿的额度。

⑥ 快速反应联络 当赔偿事件发生时，应速将有关情报通告给相关部门，并以最快的行动加以处理，以防同一事件的再度发生。

⑦ 完善索赔机制 在企业内部要建立相应的机制：

① 明确划分部门、人员的职责范围；

② 培养全体员工共同合作、协力解决索赔问题的精神；

③ 整理索赔有关资讯。应利用管理系统和索赔资讯的记录表格，并依照一定的规则，将索赔发生至处理完毕的经过详细记录下来；

④ 公司内相关人员和相关部门应协力处理索赔问题。

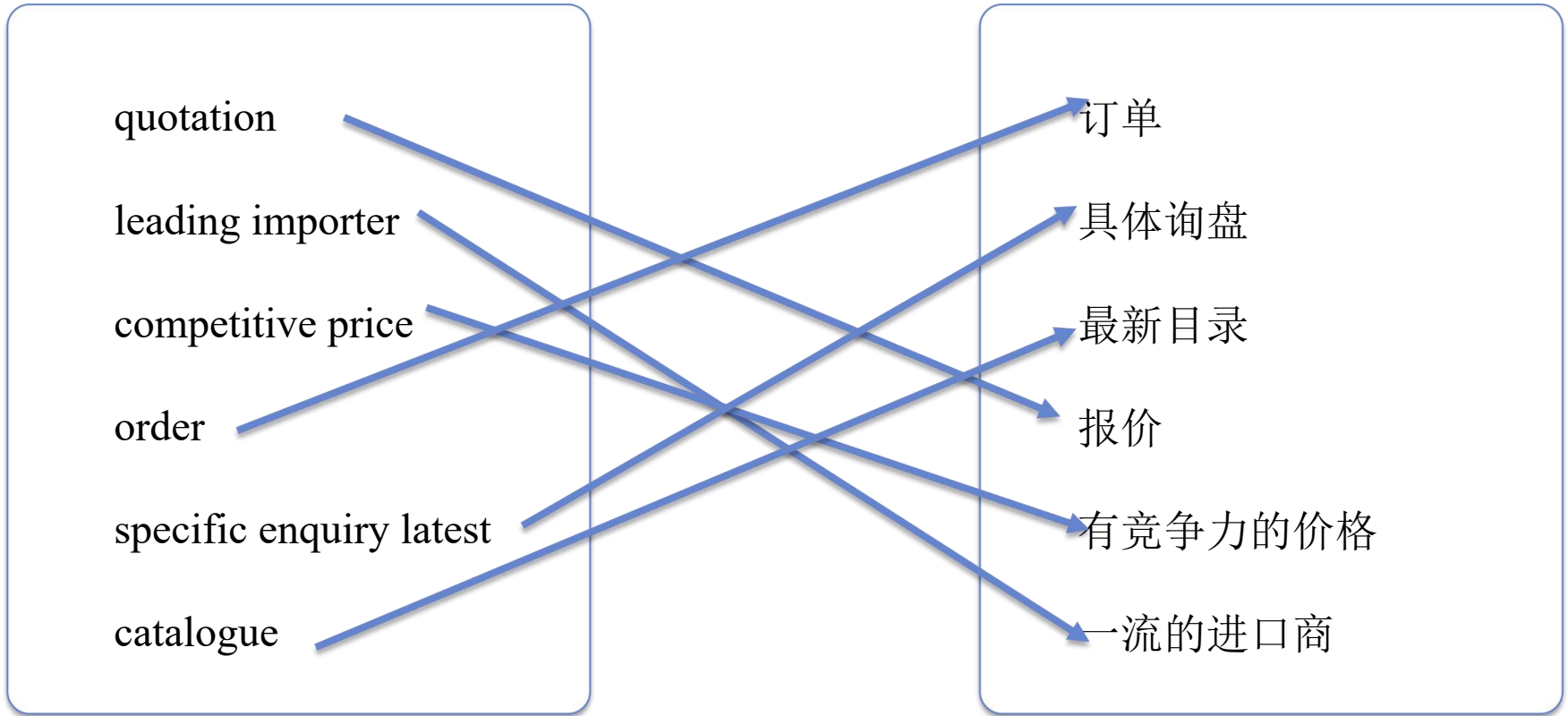
二、检验报告

在我国对外贸易货运保险业务中，出口保险货物的检验报告，一般委托国外机构或理赔代理人签发；进口保险货物的检验报告，一般即为中国人民保险公司或其代理人所签发的“进口货物残损联合检验报告”。检验报告，系第三者对货损情况的一种客观证明，并非证明这种损失必须归保险公司负责赔偿；但它是要求索赔人向保险公司索赔的一种重要证件，也是保险公司了解货损情况的重要依据。至于赔与不赔，如何赔，还须根据保险合同条款规定办理。

Make Yourself Skilled

I. Basic Training

1. Match the Chinese versions with the English expressions.



Make Yourself Skilled

I. Basic Training

2. Choose the best answer for each sentence.

(1) They lodged a claim _____ the exporter _____ the breakage.

- A. with, of B. against, of C. against, for D. with, for

(2) I'll check these problems _____ my colleagues immediately and give you a satisfactory reply.

- A. for B. of C. by D. with

(3) _____ inspection, we found a shortage of 5 bales.

- A. Through B. By C. Under D. On

(4) We have to lodge a claim _____ the damage _____ 1,000 kgs of garlic.

- A. of, of B. for, for C. against, of D. for, of

(5) _____ the bank's guarantee, we agree to supply them on open account basis.

- A. On the strength of B. On the basis of
C. According to D. Because of

Make Yourself Skilled

II. Improving Training

1. Fill in the blanks with the following words or expressions.

inspection

file a claim

consigned

due to

settlement

- (1) The 100 tons Peanuts have been consigned to you per S.S.“Dong Feng”.
- (2) After inspection of the above shipment we found 5 cases missing.
- (3) The delay in shipment is due to the late arrival of your L/C.
- (4) We confirm having received your remittance of \$600 in settlement of our claim.
- (5) On the strength of the contract, the buyer is entitled to return the goods and file a claim.

Make Yourself Skilled

II. Improving Training

2. Translate the following Chinese parts into English.

(1) We hope this unfortunate accident 不会影响你我之间的业务往来。(affect)

We hope this unfortunate accident will not affect business between us.

(2) In view of our long-standing business relations, 我们愿意友好解决这次纠纷。(settle the dispute)

In view of our long business relations, we would like to settle the dispute friendly.

Make Yourself Skilled

II. Improving Training

2. Translate the following Chinese parts into English.

(3) The evidence provided by you is not sufficient, 因此我方不能考虑你方索赔要求。
(entertain, claim)

The evidence provided by you is not sufficient, so we cannot entertain your claim.

(4) 检查之后, 我们很遗憾地发现 almost half of the glasses have been broken.
(inspection)

On inspection, we feel sorry to find that almost half of the glasses have been broken.

Make Yourself Skilled

II. Improving Training

2. Translate the following Chinese parts into English.

(5) 我们会尽快与仓库核实 and have a survey report made. (check with)

We'll check with the warehouse and have a survey report made.

III. Letter-writing Practice

Claims 索赔

Objectives of Training 实训目的

Through training, students learn how to write a reply to a claim letter.

通过实训，学生们学习应如何回复索赔函。

Training Background 实训背景

The following is a claim letter from the customer. Please reply to the customer to reject the customer's claim. Rejection reason: before formal production, the customer has confirmed the sample, the quality of the delivered goods is consistent with the sample.

以下是来自客户的一封索赔函，请回复客人，拒绝客户的索赔。拒绝理由：正式生产前，客户已确认过样品，所交货物的质量与样品一致。

Make Yourself Skilled

III. Letter-writing Practice

Dear Jin,

Your goods supplied to our Order No.7653 arrived here this Monday. We regret to find that the logo on dinner plate is not as clear as it should be, and it is too small! That decreases the quality and prestige of our brand.

We are not satisfied with the order. We have to ask for a 5% discount of the total amount as a compensation.

Thank you for your understanding. Waiting for your early reply!

Regards,

Devin

Make Yourself Skilled

III. Letter-writing Practice

Training Requirement 实训要求

Write the letter according to the training background. The format requirement: from the salutation to the complementary closing.

根据实训背景写信。格式要求：从称呼语开始写，至结束敬语。

Training Guidelines 实训指南

1. Writing Steps 写作步骤

Writing Points of Rejecting a Claim 拒绝索赔函写作要点

Opening: a. a receipt of the letter or a notice of the delivery;

b. regret at the complaint or the claim.

Body: a. explain the disagreement about the complaint or claim and the reasons;

b. suggestions for a settlement, if any.

Closing: the expectation for future business.

III. Letter-writing Practice

开头：

1. 收到来信或交付通知；
2. 对申诉或索赔表示遗憾。

正文：

1. 对申诉或索赔表示不同意理赔，并说明原因；
2. 提出解决建议，如果有的话。

结尾： 表明希望将来能够合作。

III. Letter-writing Practice

2. Reference Words and Sentence Patterns 参考词汇及句式

- (1) We are deeply concerned about the claim about... 我们非常重视关于.....的索赔。
- (2) We wish to express our deep regret at this incident. 我们对该事件的发生深表遗憾。
- (3) We looked into the matter and found that...我们调查了该事件，发现.....
- (4) We regret being unable to accept your suggestion to...我们很遗憾不能接受你方的建议去.....
- (5) As this matter concerning..., we hope you will refer it to... 由于此事件涉及.....，我们希望您能找.....
- (6) affect our future relations 影响我们将来的关系

Make Yourself Skilled

Reference 参考答案

Dear Devin,

We are deeply concerned about the claim about the dinner plate supplied to you.

We wish to express our deep regret at this incident. However, after we looked into the matter, we found that before the formal production, you have confirmed the sample, and the quality of the delivered goods is consistent with the sample.

As a result, we regret being unable to accept your suggestion to give a 5% discount.

We hope you will understand us fully.

To encourage our transaction, we will provide a special discount for your next order.

Best regards!

Yours faithfully,

Jin Chen

Supplementary Reading

1. A Claim for Damage to the Goods

Dear Sirs,

Re: Order No.2423

The captioned goods have arrived at London port on May 10. After the inspection we regret to notify that almost half of the glasses have been broken. The Certificate of Quality is enclosed.

Though we don't know what the real reason is, the glasses become unusable and useless to us. Therefore, we cannot help lodging a claim against you for the amount of GBP 200.

We are waiting for your early reply.

Yours faithfully,

xxx

Supplementary Reading

2. A Reply to the Claim

Dear Sirs,

Thank you for your letter of 20 May with a claim for the breakage of the glasses.

Your claim is for GBP 200 on the shipment delivered on March 18 to your order No. 2423.

The goods were in perfect order and properly packed in cardboard boxes. They were then placed in a sealed container at our factory. It is difficult to imagine how any breakage could occur.

Fortunately, the goods were fully insured under our standard policy with Lloyds of London, but in order to make a claim we shall need much more information.

Please make a complete inventory of the broken items and send it to us. We shall then contact our insurer. Their agent will probably call on you to check the consignment.

I apologize for the inconvenience caused.

Yours faithfully,

xxx

When there is any discrepancy in quality, quantity, shipment date, or payment during the execution of contract, a complaint or claim will be made against the person who shall be held responsible for it. Such letters should be written with special care and usually include some or all of the following points:

1. Arrival of goods, typical expressions such as:

● We received this morning the 20 cartons of ...under our order No.... ex S.S....

我们今早收到由.....号轮运来的.....订单项下的20箱.....

● We thank you very much for delivering the...under our contract No....

感谢你方交运.....合同项下的.....货物。

2. Giving the details of a problem, typical expressions such as:

Poor packing

- We regret to inform you that Case No.36 is broken. The contents are seriously damaged owing to improper packing.

很遗憾地通知你方，36号箱子破了，由于包装不当，里面货物严重受损。

- We found 8 cartons were torn and 4 cartons were broken.

我们发现8箱散了，4箱破了。

Poor quality

- To our surprise, we found them far below the standard and didn't meet the sample.

使我们吃惊的是，我们发现货物远达不到标准，比样品差远了。

- We found the quality is not in conformity with what we stated in the contract.

我们发现货物与合同规定的不一致。

2. Giving the details of a problem, typical expressions such as:

Shortage

- We feel it regrettable that only 97 cases were received by us.

很遗憾我们只收到97箱。

- After the inspection of the above shipment we found... boxes missing.

经检验发现.....箱货物丢失。

Wrong goods

- Everything appears to be correct and in good condition except in Case No. 40.

除40号箱外其他货物正常，状况良好。

- When we opened this case we found it contained completely different articles.

打开这个箱子，我方发现里面的货物完全不对。

3. Making a complaint or lodging a claim, asking for the settlement, typical expressions such as:

● Your last shipment is so disappointing that I cannot but lodge a claim against you.

你方上次的货物太令人失望了，我不得不向你方提出索赔。

● We must ask you to arrange for the dispatch of the replacement at once.

我们要求你方立即安排发运替换品。

4. Expectation, typical expressions such as:

● Please let us know what you wish us to do with it.

请让我们知道你们想怎样处理。

● Your early clarification and settlement of the case will be appreciated.

如你方能尽早澄清此事并及早解决，我们将不胜感激。

5. Reply to such letters shall also be handled with care and written in an amicable way.

Typical expressions such as:

Notice of a complaint or a claim

- We were glad to know that the consignment was delivered promptly, but it was with much regret that we heard Case No. 40 did not contain the goods you ordered.

很高兴得知货物按时装运了，但很遗憾得知40号箱所装货物不是你方订购的货。

- We are in receipt of your letter of May 1, claiming for the short weight on the consignment of...

收到你方5月1日来信，向我方索赔.....的短重。

5. Reply to such letters shall also be handled with care and written in an amicable way.

Typical expressions such as:

Acceptance of a complaint or a claim

● We regret for the losses you have suffered and agree to compensate you by USD15,000.

我方对你方所遭受的损失深表遗憾，同意赔偿15,000 美元。

● We are prepared to compensate you by 10% of the total invoice value.

我们打算赔偿你方发票总价值的10%。

5. Reply to such letters shall also be handled with care and written in an amicable way.

Typical expressions such as:

Rejection of a complaint or a claim

- We looked into the matter and found that our... was properly weighed at the time of loading.
我们调查了此事，认为装运时货物的重量是正确的。
- The goods in question were in first-class condition when they left here, as was evidenced by the bill of lading.
该货物离开这时状况良好，这有提单为证。