

FOREIGN TRADE
ENGLISH LETTERS, TELEGRAMS
AND TELEXES
BOOK TWO

对 外 贸 易

英语书信、电报和电传

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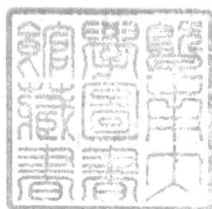
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THE FIRST ENGLISH SERIES
FOR FOREIGN ECONOMIC RELATIONS AND TRADE

《对外经济贸易英语丛书》之一

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CHAPTER 9

Complaints, Claims and Adjustments

Complaints or claims may sometimes arise in spite of our well-planned and careful work in the performance of a sales contract. There are two kinds of Complaints or claims made by buyers.

1. The genuine complaint or claim, which arises from such situations as the following:
 - a. The wrong goods may have been delivered.
 - b. The quality may not be satisfactory.
 - c. The shipment may have been found damaged, short or late.
2. The false complaint or claim, which is made by buyers who find fault with the goods as an excuse to escape from the contract, whether because they no longer want the goods or because they have found that they can get them cheaper elsewhere.

Suppose you are the buyer and are suffering from someone's mistake. If a complaint or claim has to be made, the matter should be investigated in detail and these details should be laid before the party charged. Sometimes, a reference to the previously satisfactory deliveries and services may help to win more sympathetic consideration of the present complaint or claim.

We must handle complaints or claims in accordance with the principle of "on the first grounds, to our advantage and with restraint" and settle them amicably to the satisfaction of all parties concerned. It is necessary to study the case in question and ascertain what the real cause is and who is the party to be held responsible. We must also be careful in choosing the wording in our correspondence so as to avoid any misunderstandings.

If the sellers are the first to discover that a mistake has been made, they should not wait for a complaint or claim, but write or cable at once to let the buyers know that they will either put the matter right or offer some compensation in order to preserve good-will. Replies to complaints should always be courteous; even if the complaint or claim appears unfounded, the sellers should not say so until they have good and reliable grounds on which to repudiate the complaint or claim.

NOTES:

1. complaint [kəm'pleint] n. : statement of dissatisfaction (抱怨; 投诉)
2. claim [kleim] v. & n. : ask for compensation (索赔)
3. adjustment: the act of settling (a claim, a dispute, etc.) (理赔; 解决争端)
4. find fault [fɔ:lt] with: to complain about (抱怨; 挑剔; 吹毛求疵)
5. excuse [iks'kju:s] : reason given (true or invented) to explain or defend one's conduct (借口; 托辞)
6. charge [tʃa:dʒ] v. : accuse; bring a charge (an accusation) against (指控)
7. sympathetic [ˌsɪmpə'tetɪk] a. showing sympathy (同情的)
8. "on the first ground, to our advantage and with restraint" (有理、有利、有节)
9. amicably [ˈæmɪkəbli] : in a friendly way (友好地)
10. the case in question = the case under discussion (该事故)
11. ascertain [ˌæse'teɪn] v. : find out; get to know (探询; 探知)
12. the party to be held responsible: the party which should be responsible (承担责任的一方)
13. correspondence [ˌkɒrɪs'pɒndəns] : letters (信件)
14. put the matter right: settle the matter (解决问题)
15. compensation [ˌkɒmpen'seɪʃən] n. : the state of making a suitable payment, giving sth. to make up for loss, etc. (赔偿; 补偿)
16. preserve good-will: remaining kind feelings between the two parties (保持双方之间的良好感情)
17. unfounded [ʌn'faʊndɪd] a. without foundation (无根据的)
18. reliable grounds: sound reason; undoubted reason (可靠的理由)
19. repudiate [rɪ'pjʊ:dieɪt] v. : refuse to accept; reject (拒绝接受)

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London, May 23, 19-

Dear Sirs,

Your S/C 12245

Our L/C No. 94419

We wish to refer to our previous letters and cables and call your attention to the fact that up to the present moment no news has come from you about the shipment under the captioned L/C.

As you have been informed in one of our previous letters, the users are in urgent need of the goods and have in fact pressed us for assurance of early delivery.

Under the circumstances, it is obviously impossible for us to again extend the above credit and we feel it our duty to remind you of this matter once again.

As your prompt attention to shipment is most desirable to all parties concerned, we hope you will let us have your telegraphic shipping advice without further delay.

Yours faithfully,

NOTES:

1. The point in dispute in this letter was the seller's delay in shipment. It is a good letter, which is confined to facts and reasons, the tone is firm but polite and in the final paragraph, the writer displays an attitude of considerate cooperation. (信中引起争论的问题是卖方的延迟装运。这是一封有效的书信,信中限制在摆事实,讲道理,语气坚决,但不失礼貌;在末段作者表现出能体谅别人的协作态度。)
2. press sb. for sth. = urge sb. to do sth. (催促某人做某事)
3. remind sb. of sth. = cause sb. to think of sth. (提醒某人注意某事)
4. be desirable = to be desired (想要的; 愿望的)

63

Colombo, May 1, 19--

Dear Sirs,

Our S/C 95KZ-6035E

Your Order No. 125

Please note that we have repeatedly requested you by letter and cable to expedite the opening of the relative letter of credit, so as to enable us to effect shipment in time. To our disappointment, however, we have received no reply from you so far.

You may be aware that your continued silence has placed us in an awkward position and it is impossible for us to leave the above S/C outstanding for too long. Consequently, we shall have no alternative but to cancel the S/C unless your L/C reaches here by May 15. In the meantime, we reserve the right to lodge a claim on you for our losses incurred.

We hope you will give this matter your serious consideration.

Yours faithfully,

NOTES:

1. This is the sellers' complaint of the buyers' delay in the opening of

L/C. Compared with the last letter, this one seems to be stern and ill-worded. A letter concerning complaints should be written tactfully and by reasoning; otherwise it may create ill-feeling and cause the reader to be unwilling to be helpful. (这是卖方对买方迟延开证的投诉。和上一封信比较,这封信措词似较严峻和欠妥。有关投诉的信件必须写得机智并充分说理;否则会引起反感而使对方不愿协作。)

2. Colombo [kə'ləmbəu], the capital of Sri Lanka [sri'lænkə] 科伦坡 (斯里兰卡的首都)
3. expedite ['ekspidaɪt] : to speed up (加快)
4. to our disappointment = we are disappointed (in sth.) (我们对某事失望)
5. Place us in an awkward ['ɔ:kwəd] position = place us in a difficult position (使我们处境困难)
6. leave the above S/C outstanding for too long = let the above S/C remain unfulfilled for a long time (让上述销货合同长久搁置, 不予履行。)
7. we have no alternative but to... = we have no choice but to... (我们别无选择, 只好...)
8. lodge a claim on sb. = to make a claim against sb. (向某人提出索赔)
9. losses incurred = losses sustained (所遭受的损失)

EXERCISES

1. Complete the following sentences by translating the Chinese into English.
 - 1) This shipment will no doubt prove to your satisfaction, and (希望新的(repeat)订单不久即可随之而来。)
 - 2) Since our flashlight is favourable in price and superior in quality, (相信客户必将再次订购)。
 - 3) (已经反复催促你方处理这件悬案) but no reply has been received up to the present.
 - 4) (我方不想让此案再搁置下去) and your prompt settlement will be appreciated.
 - 5) (我方没有别的办法只好) ask you to have the damaged bicycles returned and replace them with sound ones.
 - 6) (这样, 就没有选择余地) to what we have offered to you; either you take it or leave it.
 - 7) Consequently, we have no alternative but to (从即日起撤销我第E208号报价单)。

- 8) You are kindly requested to send us an early reply (以便我方准备形式发票供你方申请进口许可证)。
- 9) Our men have stencilled the shipping marks legibly (为了方便收货人识别(identification)包件)。
- 10) (你方第1234号订单被认作取消) and our previous proforma invoices are taken as null and void.
- 11) (我方向你方保证) of our promptitude of executing your orders at all times.
- 12) (我方愿意提醒你方) of what we have discussed and agreed upon during the Spring Guangzhou Fair, 19-

2. Write a letter in reply to Letter No.62 on the following point, Date June 3, 19-

- 1) full appreciate the buyers's position;
- 2) will try to perform the S/C and fulfil the stipulations of the L/C;
- a) delay in shipment was due to (i) unavailability of carrying vessel;
- (ii) amendments to the L/C which took much time;
- 4) shipping space has been booked on "Victoria" scheduled to sail from Huangpu on or about June 5;
- 5) a cable to this effect has already been sent; copy down the cable in the letter;
- 6) assure the buyers of close cooperation and good service.

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Guangzhou, March 11, 19-

Dear Sirs,

Information has just been received from Messrs. Bombay & Sons in Colombo, the consignees under B/Lading No. 19 dated February 28, that two of the 100 cases shipped from Huangpu to Colombo per S/S "Baltrover" are missing.

The consignees contacted your agents in Colombo about it, and they were advised to get in touch ^{with} us direct to inquire into the matter.

As matters stand, it is legibly indicated in the B/Lading which is CLEAN and without qualification, that the 100 cases were shipped in apparent good order and condition. The same indication appears in our Shipping Order and your Mate's Receipt. It is therefore obvious that the shortage is due to your fault, and we hereby notify you that we reserve the right to claim on you for the shortage, should it be subsequently confirmed.

Your early clarification and settlement of the case will be appreciated.
Yours faithfully,

NOTES:

1. This letter was written to the Shipping Company by the shipper. It complains of short delivery of two cases. From this letter we can see that it is important to make sure of everything before making a complaint. The key to success is to be thorough-going in establishing and proving facts. (这是托运人(即卖方)写给船公司、投诉短运两箱货物的信件。从这封信我们可以看到投诉前充分调查研究的重要性。投诉成功的关键在于全面地确定和论证事实。)
2. consignees: persons who collect the goods consigned (收货人)
consignors = shippers: persons who consign goods (发货人)
- a. inquire into = investigate (调查)
4. legibly: that can be read easily (字迹清楚地)
5. mate = a ship's officer; first mate (大副)
mate's receipt: a receipt issued by the first mate of the ship, acknowledging receipt of the goods received for loading before issuing a Bill of Lading (大副收据)
6. as matters stand = the fact is that (事实是...)
7. shipped in apparent good order and condition: A set expression commonly adopted by every shipping company in any B/L, because the shipping company is charged with the number of packages only, which can only be judged by the outer appearances, and the shipping company will not be responsible for any contents of the packages entrusted with them. (所装货物完整, 外表情况良好; 这是船公司签发提单上的一般用语。因为船公司只按所装货物的件数收费, 他们只过问货物包件的外表, 对包件里面的实际货物不承担责任, 所以也就不予过问。)

HongKong, March 28, 19-

Dear Sirs,

Thank you for your letter of March 11, 19-. We have today received information from our agents in Karachi that the two cases referred to were over-carried and landed at that port. We are making immediate arrangements to have the goods returned to Colombo by the first available opportunity, and have instructed our agents there to notify your consignees of

the returned parcel and bear any charges and expenses thus incurred for our account.

The matter stands thus that s.s. "Baltrover" departed from Colombo several hours ahead of schedule to tide over the ebbing. Our tallymen hurriedly covered the hatchways under the supervision of the Customs Officer, leaving the stowage intact. However, had the two cases not been stowed away from the bulk, we could have delivered the consignment in full.

Please accept our sincere apologies for the delay in delivery and the trouble which may have been caused to both the consignees and yourselves.

We assure you of our best services at all times.

Yours truly,

NOTES:

1. This is a reply to the previous letter. It is an adjustment made by the Shipping Company. After investigation, the writer finds the shippers' complaint is justified. He then admits it readily, expresses his regret and promises to put it right. (这是香港船公司的理赔答复。该公司经过调查, 认为托运人(即卖方)的投诉合理, 即在信中欣然承认错误, 表示歉意, 并答应予以妥善处理解决。)
2. referred to: spoken of (谈到的, 提到的)
3. over-carry: carry the goods beyond the destination. (越载目的港)
4. by the first available opportunity = by the earliest steamer available (实际是“立即”的意思)
5. tide over the ebbing = help to avoid the fall of the tide (避开退潮)
6. tallymen: those who check cargoes on board (船上计筹员)
7. for our account = at our cost = to be paid by us (由我方支付)
8. ahead of schedule: ahead of time; in advance (提前)
9. hatchway = covering of the cargo hold (船舱盖)
10. stowage = the cargo that is stowed (堆装在船上的货物, 此处指另堆在别处的两箱货。)

EXERCISES

1. Translate the following into Chinese.
 - 1) On arrival of M/V "Castle" at Port Louis, we took delivery of the consignment. Everything appears to be correct and in good condition except in Case No. 13.
 - 2) We must ask you to inquire into the matter and arrange for the despatch of replacements at once.
 - 3) Please let us know, without delay, what you can do to help us get

over this difficulty.

- 4) The goods we have received do not tally with the sample against which we ordered.
 - 5) There is a discrepancy between the contents of Case No. 51 and those described in the packing list.
 - 6) This delay has placed us in an awkward position.
 - 7) Our Import Licence is due to expire on 30th of July, and if there is any further delay in delivery, much inconvenience will thus be caused.
 - 8) Because of your failure to keep us informed of the despatch of the goods ordered, we have not been able to obtain the necessary insurance cover and the goods are therefore being carried at your own risk.
 - 9) The cartons appear to have been very roughly handled at some time during loading or unloading, but the contents have not suffered any damage.
 - 10) We are prepared to repack the goods at the warehouse, but this means additional charges will be added to the cost of the goods.
 - 11) The defective quality of the goods received will no doubt affect the selling price and in these circumstances we have to reserve the right to claim compensation from you.
 - 12) We have had the cases and their contents examined and the insurance surveyor maintains that the damage was due to insecure packing and not to any unduly rough handling of the cases.
2. Fill in the blanks with the appropriate words or expressions.
 - 1) Unless we receive your definite information about the establishment of a letter of credit covering the goods you ordered, we shall be obliged to _____ your order.
 - 2) The _____ of returning the defective goods will, of course, be borne by us.
 - 3) It is _____ that through an oversight some straw ropes were not cleared out of the two packages.
 - 4) We were very sorry to receive your _____ that the goods despatched to you are not of the quality expected.
 - 5) On receiving your letter of July 30 complaining about short delivery, we immediately _____ of our shipping department about the matter.
 - 6) We appreciate your offer to keep the defective goods, and are ready to allow 15% off the price contracted under our Sales Confir-

- mation No. FH9532. We hope this will _____ your approval.
- 7) _____ the high quality of the article, we regret we cannot reduce the price.
 - 8) We are extremely sorry about this delay, which you will realize was due to circumstances _____.
 - 9) We maintain that the cases must have been _____ very rough handling.
 - 10) We hope to _____ the matter in the very near future.
3. Translate the following into English,
- 1) 到现在为止还没有人对我们的包装提出过异议。(complaint)
 - 2) 我方不同意在所使用的包装材料方面有任何缺点。(defect)
 - 3) 由于未预料到的困难, 我们厂方还不能按时交出产品, 把一些交货拖后了。(behindhand with)
 - 4) 货物已在途中, 单证已及时呈交银行。
 - 5) 很遗憾, 你方只收到140打“英雄”牌自来水笔, 而非所订的144打。
 - 6) 该箱保持完整, 看不出有偷窃(pilferage)的迹象。
 - 7) 由于差错(error)给你方造成麻烦, 请接受我方歉意。
 - 8) 我们一定采取一切必要的措施, 保证不再出现这样的差错。

66

Port Louis, July 11 19-

Dear Sirs,

Your S/C XF2054L

Damage to Packages

The 200 Tea Sets under the above S/C arrived at Port Louis on June 30 by S/S "Victoris", and much to our regret, about 20% of the packages were seriously damaged with contents shattered to pieces and the outer bands broken.

Qualified surveyors were immediately invited to the spot to investigate the case, and their findings show that this was due to careless packing. A detailed survey report will be despatched to you subsequent to their further study of individual cases.

In accordance with the stipulations of the above Sales Confirmation the tea sets should have been packed in strong _____ wooden cases suitable for long distance ocean voyages and in these circumstances, we are obliged to hold you responsible for the damage and claim on you for compensation for the loss thus incurred.

Meanwhile our buyers are urging us to settle the case immediately. You

. 9.

are therefore requested to inform us of what you decide to do regarding our losses.

We await your early reply.

Yours faithfully,

NOTES,

1. This is a courteous and tactful letter of complaint. It is confined to the facts and reasons and a request for urgent attention. (这是一封礼貌而智机的投诉信, 信中摆事实, 讲道理, 并要求从速处理解决投诉的事情。)
2. Port Louis ['pɔ:t'lu:is] : the capital of Mauritius 路易斯港 (毛里求斯的首都)
3. tea sets : number of cups, saucers, plates, with a teapot, milk-jug, etc. (茶具)
4. with contents shattered to pieces : with contents broken into small pieces (箱内茶具打得粉碎)
5. the outer bands broken : iron-bands round the wooden case were broken (箱外铁箍断裂)
6. qualified surveyors : (合格的检验员)
7. to the spot : to the place of the action (到现场)
8. subsequent to = following (随后的)
9. individual : specially for one person or thing (单独的, 个别的)
10. seaworthy : fit for a voyage (适合航海的)
11. be obliged to do sth. = have to do sth. (不得不..., 只好..., 被迫做某事)
12. claim on sb. = to lodge a claim against sb. 对某人 (提出) 索赔

67

Guangzhou, July 20, 19-

Dear Sirs,

Our S/C XF2054L-Tea Sets

Much to our regret, the above shipment arrived at your end with 20% of the packages damaged as mentioned in your letter of July 11, 19.

You may be aware that our tea sets have been sold in a number of markets abroad for quite a long time, and all our customers have been satisfied with our packing. Every shipment of our exports is strictly inspected by our shipping department before loading, and each package is subject to a careful examination. The goods under the above Sales Confirmation were in perfect condition when they were shipped, and individual

packages were clearly marked with "Handle With Care", "Fragile" and other necessary care marks. The CLEAN B/L supports these facts.

After going into the matter carefully we estimate that the damage might be due to rough handling in transit or during unloading. We consider a matter for you to take up with the shipping company or the insurers who have covered you on the said consignment against Risk of Breakage. The responsibility should rest with either of the parties concerned. Consequently we find no grounds to compensate for the loss you claimed for.

Yours faithfully,

NOTES:

1. This is a letter rejecting the buyer's complaint. Such a letter should show that you understand his position and that his complaint has been carefully considered, giving convincing reasons why his complaint cannot be accepted, closing on a friendly note and trying to leave your customer in a satisfied frame of mind. (这是卖方拒绝接受买方的投诉信。写这样的信, 首先必须理解对方的处境。并对其投诉的内容予以仔细谨慎地考虑, 然后摆出具有说服力的理由, 说明拒绝受理其投诉的原因, 再以友好的语句结尾, 消除对方的不满情绪。)
2. fragile ['fræd, aɪl] : easily broken (易碎的)
3. insurers: generally it means insurance company (保险公司)
4. care marks: marks stencilled on packages for careful handling (小心搬运的标志)
5. take up a matter: raise a question (problem, matter, etc.) for discussion 提出问题 (讨论)
6. risk of breakage: insurance cover for protection against breakage (破碎险)
7. find no ground(s) = find no reason (认为没有理由)

EXERCISES

1. Translate the following into Chinese.
 - 1) We trust that you will consider this matter seriously, and try to prevent a recurrence of this delay.
 - 2) We hold you responsible for any loss which may occur through this delay.
 - 3) As the time for shipment is now considerably overdue, we should be obliged if you would inform us, by return mail, of the reason for the delay.

- 4) The goods in question are not to our satisfaction because the quality is unsuitable for this market.
- 5) Please inform us what we are to do with the goods. Should we return them to you or hold them at your expense?
- 6) We should appreciate your prompt attention to the adjustment of those errors.
- 7) This seems to be a very clear case; so we hope you will make a prompt settlement.
- 8) We are holding the goods at your disposal pending your reply. Meanwhile we are storing them at your expense.
- 9) We have to make a claim on (against) you for £60.00.
- 10) We have to ask you for compensation totalling US\$460.00 to cover the loss incurred.
- 11) We have to lodge a claim against you for the amount of US\$11,260.
- 12) A survey report is enclosed for your reference and your early settlement is requested.
- 13) We regret to find on examination that 5 of the 15 cases of Menthol Crystals you sent us are in a badly damaged condition apparently due to faulty packing.
- 14) One of the 15 cases of Menthol Crystals shipped to us under your S/C FH-9130 is seriously damaged, apparently attributable to faulty packing.
- 15) In view of the small sum involved we hope you will have no difficulty in settling this case and bringing it to a satisfactory close.

2. Translate the following into English.

- 1) 货物将由广州商品检验局检验, 其检验结果得作为最后依据。
- 2) 我们认为, 你方应对由于卸货时粗暴搬运而造成的包装损坏负责。
- 3) 你方代为重新包装该货的所有费用将予偿还。
- 4) 对你方所遭受的损失, 我方准备赔偿金额£161.40。
- 5) 在向你方提出损失赔偿之后, 我方已于七月七日寄你一份详细的检验证书。
- 6) 请代我方保险下列货物:
- 7) 此货应投保综合险。
- 8) 保险将由你方办理, 我方建议将该货投保综合险。
- 9) 此箱保持完整, 原封未动。很明显, 箱内货物的损坏应由发货人负责。
- 10) 很明显, 货物损坏是由于十分粗暴的搬运造成的, 请将此问题向保险公司提出。

Singapore, February 15, 19-

Dear Sirs,

Shipment of 1, 000 tins
Chinese Bees Honey-per s.s. "Louis Ld"

We regret to advise that on opening out the packages of this shipment, we find the colour unsatisfactory-most of the material being of Amber colour, a small part even of Dark Amber. In any case, the colour cannot justifiably be described as Light Amber.

As they do not meet the purpose of the packers, the goods have been rejected by our customers and thrown upon our hands. We cannot dispose of them even at a heavy loss.

We enclose a Survey Report in support of our statement, together with our Debit Note No. 156 for £500.00, which is based on our estimate of the smallest amount of the total loss.

We should appreciate a prompt settlement.

Yours faithfully,

Enc.

NOTES:

1. This letter is about a claim made by the buyer on inferior quality of bees honey, by producing a surveyor's report in support of his claim statement. (这是买方对蜂蜜质量提出索赔的信件。买方提供质量检验报告作为其索赔的有力佐证。)

2. bees honey [bi:z 'hani] (蜂蜜)

3. amber ['æmbə]: a kind of precious stones, of clear brown-yellowish colour (琥珀)

The quality of bees honey can be classified as follows: light amber colour: the top quality 浅琥珀色 (优质)

amber colour: the average quality 琥珀色 (中等质量)

dark amber colour: the inferior quality 深琥珀色 (次等质量)

4. justifiably ['dʒʌstifaɪəbli]: reasonably, properly (合理地; 正当地)

5. packer: a person who packs fruit, bees honey, etc. for marketing (包装商)

6. throw upon our hands: leave the goods on our hands and at our disposal (把货抛到我们手里)

7. dispose [dis'pəuz] of: get rid of; deal with (处理; 除去; 处置)

8. debit note (D/N) (借方通知单)

credit note (C/N) (贷方通知单)

Guangzhou, February 23, 19--

Dear Sirs,

Shipment of 1,000 tins

Light Amber Bees Honey

Per s/s "Louis Ld"

We have received your letter of February 15 with enclosure relating to a claim on the above shipment.

On careful investigation we admit that there could have been some slip of attention brought about by a rush to catch the steamer. On the other hand, we feel that you are overcensuring this shipment. We are afraid we cannot agree with you that most of the honey is of Amber colour. It is perhaps a matter of technical difference.

However, to clear the path speedily for fresh business, we are prepared to allow you £10.00 per long ton or a total of £250.00. This is the best we can do, and if it is acceptable to you, please send us a cable to this effect so that the case can be settled by a prompt remittance.

Yours faithfully,

Notes,

1. This is an adjustment made by the seller, who admits that there could have been a little oversight concerning the quality of the goods complained about, but insists that only a very small part of the material is inferior in quality and requests the buyer to meet each other half way and settle the case amicably. (这是卖方的理赔信。卖方承认对蜂蜜的质量有疏忽之处,但坚持只有很少部份属于次等质量,要求双方各让一半,友好地解决这一索赔案。)
2. slip of attention, oversight, negligence (疏忽)
3. brought about by, caused by (因...而引起)
4. a rush to catch the steamer, to catch the steamer in a hurry to ship the goods (匆忙赶船装货)
5. overcensure[,əuve'sen]v., too much criticize unfavourably (过于责备)
6. a matter of technical difference, a matter of different opinions in analysing the quality (在质量检验技术上的差异问题)

Guangzhou, March 7, 19-

Dear Sirs,

Shipment of 1,000 tins Light Amber

Bees Honey per s/s "Loui Ld"

We confirm receipt of your cable of 6th March, reading,

"YL23/2 ACCEPTED PLSMAKE FRESHOFFER"

We enclose Cheque No. S324 issued by the Bank of China, Guangzhou, for £250.00 in full settlement of your claim on the above shipment. Your prompt acknowledgement will be appreciated.

We are working out a fresh offer and will cable you in a day or two.

Yours faithfully,

NOTES:

The buyer accepts the seller's proposal of meeting each other half way, the seller pays the sum by a cheque in full settlement of the claim.

(买方接受卖方双方各让一半的建议, 由卖方用支票清偿全部索赔的金额。)

EXERCISES

1. Fill in the following blanks with the appropriate words or proper expressions given below,

received, accept, accepted, acceptable, obtainable, unacceptable, cancel, delete, reject, returned, Debit Note, Credit Note, loss, damage

1) Thank you for your offer of July 1, which we _____ on the terms offered.

2) Only the Mandarin Orange so packed as to remain in fresh condition on arrival can be _____.

3) Marks or blemishes on the surface may make it necessary for us to _____ the goods.

4) All grades of Black Tea are _____, but we prefer top quality.

5) Our Indent is enclosed, but we must ask you to _____ any items which you cannot execute by November 1, 19-.

6) A superior finish is important. Rough appearance would be _____.

7) As you have failed to deliver within the specified time, we have no alternative but to _____ our order.

8) The cases must be new and reinforced so as to eliminate the risk of _____ by pressure.

9) The greatest care must be given to packing, as any damage in transit would cause us heavy _____.