



Useful Terms and Sentences 过关秘笈



秘笈一 专业术语

lodge a claim against sb.	向某人提出索赔
entertain a claim	受理索赔
dismiss a claim	驳回索赔
reject/repudiate a claim	拒绝索赔
relinquish/withdraw a claim	撤回索赔
waive a claim	放弃索赔
claim for financial loss	关于经济损失的索赔
claim on you	向贵方提出索赔
claim for trade dispute	贸易纠纷(引起的)索赔
claim for compensation	要求补偿
claim US \$ 10,000 for damage	因损坏索赔1万美元
insurance claim	保险索赔
make an investigation	调查研究
obtain a refund of deposit	获得保证金的退款
settlement of balance	结清余额
a confusion of numbers	号码混淆
omission in packing	包装遗漏
impact our friendly relations	损害我们的友好友谊
Shanghai Commodity Inspection Bureau	上海商品检验检疫局
claims documents	索赔证件
Survey Report	检验报告
Survey Report on Quality/Weight	品质/质量鉴定证明书
certificate of packing inspection	包装检验证明书
the delay in shipment	延迟装运
late arrival of raw materials	原材料到达太迟

short delivery	短交
short-landed	短卸
short shipment	短装
inferior quality	次品
rough handling	粗暴装卸
change of sailing	更改航程
offer a special discount of 5% off	给予 5% 的特别折扣
compensate sb. for the loss	赔偿某人的损失
claims statement	索赔清单
counter claim	反索赔
arbitration	仲裁



秘笈二 常用句式

索赔谈判常用句式
<p>1. Claim on delayed shipment is that sellers fail to make the delivery according to time schedule. 延期索赔是对卖方没有按时装运货物而提出的索赔。</p> <p>2. I was asked to come to your company on my way home in order to settle the claim. 我顺路来你们公司是为了处理索赔问题的。</p> <p>3. We may consider withdrawing the claim. 我们可以考虑撤回索赔要求。</p> <p>4. Claims for incorrect materials must be made within 60 days after arrival of the goods. 有关不合格材料的索赔问题必须在货到后 60 天内予以解决。</p> <p>5. I want to settle our claim on you for the 500 cartons of bananas, as per Sales Confirmation No. 268. 我们想处理一下关于销售确认书第 268 号 500 箱香蕉的索赔问题。</p> <p>6. We have already made a careful investigation of this claim case. 我们已经对这个索赔案件做了详细的调查研究。</p> <p>7. Please examine the matter and send us the goods to meet the shortage as soon as possible. 请调查此事，并尽快将货物发给我们以弥补数量的不足。</p> <p>8. We shall make a claim for all the losses incurred as a result of your failure to ship the goods in time. 由于你方未能按时交货，我方将向你方提出由此而遭受的全部损失的索赔。</p>

9. Our customers are complaining of the inferior quality of our products.
我们的客户投诉我们的产品质量低劣。
10. According to the Survey Report, the damage was due to careless handling during transit.
根据检验报告，损坏是运输中操作不小心造成的。
11. We have examined the contents and found that 20 pieces were missing and the rest were unfit for use.
经检验，箱内缺少 20 件货物，其余的都不能用。
12. There is a difference of 10 tons between the actual landed weight and the invoiced weight of this consignment.
这批货的实际重量和发票上的重量相差 10 吨。
13. We have the right to reject the goods when they are disqualified upon examination by CCIB at the port of destination.
当商品质量无法通过目的港的中国商检局的检验时，我方有权退货。
14. We have to ask for a compensation of USD1,000 to cover the loss incurred.
对蒙受的损失，我方要求赔偿 1000 美元。
15. After inspection, the quality of the black tea delivered is not in conformity with that stipulated in the contract.
经检验，运来的这批红茶的质量与合同规定不符。
16. It is clearly stated in the contract that the maximum allowance for natural loss is 3%.
But the actual loss is 5%.
合同中明确规定，自然损失的最大限度为 3%，但实际短缺为 5%。
17. We are sorry to find that there is a shortage of 25M/T, though the packing is all in good condition.
很遗憾，虽然包装完好，但短重 25 公吨。
18. We regret to inform you that Case No.1 and No.5 broke; the goods within the cases were badly damaged owing to improper packing.
很遗憾得通知你方，1 号箱和 5 号箱破损，箱内货物因包装不良严重损坏。
19. In view of our long and friendly business relations between us, we wish to meet you half way to settle the claim.
鉴于我们长期友好的关系，我们愿意各让一半解决这项索赔。
20. We are surprised to find that the quality is inferior to that of the sample.
我方很惊奇地发现货物的质量低于样品的质量。
21. When unpacking the case, we found that the contents do not agree with your packing list. Please look into the matter and let us have your reply soon.
打开箱子时，我方发现其内容与装箱单不符。请尽快查证并予以回复。
22. We shall lodge a claim against you for all the losses on the last shipment for the amount of £ 800.

我方对上批货船的全部损失向你方提出 800 英镑的索赔。

23. Our customers who are dissatisfied with the goods have returned the most part of them.
对此批货物不满意的顾客已经退回了大部分的货物。

24. Sometimes the shipping company or insurance company is found to be responsible for the claim.

有时候，船运公司或保险公司应负责赔偿。

25. I'm afraid you should compensate us by 5% of the total amount of the contract.
贵公司要赔偿我方合同全部金额的 5%。

26. You should take steps to avoid the inferior quality for the goods.
你方应该采取措施避免质量问题发生。

27. You should be responsible for all the losses resulting from the delayed shipment.
你方应对延误装运造成的一切损失负责。

28. We hope this unfortunate incident will not affect our cooperation in the future.
我方希望这次不幸事件不会影响我们将来的合作。