クレーム

44. 商品不良のクレームをする

 Subject: Inquiry for your trouble shooting

Dear Mr. Jones,

 We are having problems with the new machine that you installed for us last month.

 Every time we run the machine for more than three hours, it overheats.

We tried our best to fix it as per the instructions in your manual but there is no solution. What would you advise us to do?

 I look forward to hearing from you.

Best regards,

Katsunori Abe

45. クレームに対応する ①

 Subject: Re: Inquiry for your trouble shooting

Dear Mr. Abe,

 I am sorry to hear about your problems.

 I’d like to send one of our engineers to your factory.

 He should be with you by 10 a.m. tomorrow.

 Please keep the machine stopped until he arrives.

 Yours sincerely,

William Jones

46. 商品遅延のクレームをする

 Subject: Our order No. 1123

Dear Mr. Chan,

 I am writing regarding our order for #1123, which has not yet been received.

 We need the products to supply to our customer by July 7th.

Please look into this matter as soon as possible. We would like to know the shipment schedule immediately.

 If you are not able to ship them immediately, we will (may) have to cancel our order.

 Sincerely,

 Yoshiko Yamada

47. クレームに対応する ②

 Subject: Re: Our order No. 1123

Dear Ms. Yamada,

 Thank you for your e-mail of June 25th, 2015, regarding the delayed delivery of your order #1123.

 We are sure that we shipped your order on June 26th.

Please accept our apologies for the delayed delivery. I am sorry again for your inconvenience.

 I hope that you will continue to remain as a user of our products.

 Yours sincerely,

 Chan Emou

48. 請求書に関してクレームをする

 Subject: Your invoice # A-11028

Dear Hellen:

 We received your invoice #A-11028 as attached on July 14th.

 The amount on the invoice doesn’t much that on your estimate of June 2nd. It must be some kind of recording error.

 I would appreciate it if you could send us a corrected invoice.

 Thank you.

 Sincerely yours,

 Lalita Joshi

49. クレームに対応する ③

 Subject: Re:Your invoice # A-11028

Dear Ms. Lalita:

 We are very sorry for sending you an incorrect invoice.

 That was a very basic mistake and a thoughtless mistake.

Let us express our deepest apologies for the mistake we made in the invoice.

 We have attached the corrected invoice with this e-mail. Please make sure there’s no mistake this time.

 I would like to apologize again for bothering you with this. Thank you for your patience.

 Sincerely,

 Hellen Powell

50. 不良品のクレームをする

 Subject: Our order of June 15th

 Dear Demien:

 Reference is made to our order dated June 15th for 120 sets each of silver cups.

 We received the above merchandise on June 30th, but they were badly damaged as shown in the attached articles.

 Please advise us immediately by e-mail when we can expect a replacement.

In the meantime, we shall withhold payment until we receive instructions from you and the problem is solved.

 Sincerely yours,

 Kazuhiro Takemura

51. クレームに対応する ④

 Subject: Re: Your order of June 15th

Dear Mr. Takemura:

 We were distressed to learn that the order you received was defective.

We are sending you a new lot by air this week, and would ask you to return the faulty cups at your convenience, carriage forward.

 Please accept our deepest apologies for the inconvenience this must have caused you.

 Sincerely yours,

 Demien Hirst