

### 33강. 52 배송하기 & 배송 받기 / 53 문제·불만 제기하기

#### 52 문서 업무 전문 표현

##### 배송하기 & 배송 받기

I am afraid that the dispatch will be delayed for about a week due to poor weather conditions.

- dispatch 발송, 파견

I apologize in advance for any trouble caused by the delay.

We have decided to cancel the order because of the excessive delay in delivery.

We have been notified that the package was sent out yesterday.

The shipment will arrive at the latest by October 10th.

- at the latest (아무리) 늦어도

I need to inform you that the products we received on October 10 are missing some parts.

#### 53 문서 업무 전문 표현

##### 문제·불만 제기하기

Your product is less than satisfactory.

- less than satisfactory ‘만족 이하’

I want a formal apology from your company.

I must take issue with you on this point.

- take issue with ~에게 이의를 제기하다

Please send us back any defective goods immediately.

I would like to be compensated for all of the inconvenience and trouble.

- compensate 보상하다, 배상하다

Let me know how I can get the product repaired.

I would like to have them exchanged for a size 12.

I would like to bring up an issue concerning damaged products.

I need to know what happened straight away before things get aggravated.

- straight away 즉시, 지체 없이
- aggravate 악화시키다

We will adjust your claim in no time.

- adjust 조정하다, 바로잡다