

LUCKNOW TO AUSTRALIA

Date: Fri, Feb 5, 2016 at 3:18 AM

Subject: Re: Quote1510

Movement of household goods from Lucknow to Gladstone, Australia

To: Ritu Wadhera <international_delhi@agarwalpackers.com>

Good Day Ritu,

I am writing to express my thanks and appreciation to Agarwal packers and movers with regards to relocation of my household goods from India to Australia.

I would like to thank Mr KP Singh and office staff based in lucknow for being very efficient with their job roles. All field staff involved were very courteous and easy to contact.

I would especially like to thank Ritu Wadhera for her continuous support and amazing coordination through the entire move in spite of being based in Delhi. She was on the job 24x7 always reachable, very patient and accommodative and ever ready to respond to any of my queries to my satisfaction. From this experience, I do have a few suggestions as well...

A check list be provided to the customer regarding paperwork for customs clearance at the very beginning so that all documentation can be kept ready in advance and no time is wasted. As well as a check list of documents (invoices, receipts, copy of contents of the cartons etc) that the customer would receive from the agent. The moving process is highly stressful for both the customer and the moving agent especially as the situation is time bound in most cases. Things get forgotten to be asked or received. A check list always helps so that there is no double backing on the same task.

International tracking from origin to destination makes a huge difference.

Once again many thanks

Due regards
Pooja Kakka r