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To: debjeet.mukherjee@agarwalpackers.com, sadhu.satpute@agarwalpackers.com, "Sunderraman Gopalan" <gsunder@godrej.com>  
Date: Tue, 14 Jun 2016 08:50  
Subject: My Appreciation of Agarwal Packers and Movers Team

Dear Mr Debyeet Mukherjee,

I would like to take this opportunity to personally express my deep appreciation to you and your team of professionals in Agarwal Packers who handled the transfer and relocation of my household goods a few weeks back from Mumbai to Chennai.

It was a great pleasure to engage with the highly experienced team from Agarwal Packers right from the planning and conceptualisation of the entire process all the way up to the reinstallation of the goods in my house in Chennai. Your team made an accurate assessment of the load and the types of packing required and sent us a very systematic offer that included a detailed list of items. On the appointed date, the seasoned team came promptly on time with all the required accessories and material and started the packing right in earnest with no delays. They appeared to work as per their own clearly laid out plan that had least disturbance to us and within a few hours completed their job leaving the rest of the things intact. I was particularly impressed by the way they packed expensive TV, some rare pictures and glass cabinets and crockery. The next day the team loaded the truck while carefully locating various boxes and packs in the truck to optimise space and eliminate transit damage. I can understand the criticality of this aspect as I have handled the logistics of appliances in Godrej for several years some time back in my career. I was pleasantly surprised when I got the call from your team that the goods reached Chennai within three days! This allowed us to be physically present at the time of unloading. The Chennai team did an equally admirable job of unloading, unpacking and refitting and reinstallation of the goods! The parking was not all easy but the team managed the best without disturbing the traffic. Absolutely no breakage or damage or even a scratch! I really appreciate the team that hauled a few heavy articles four floors up as the lift could not handle that. And all this with smiling faces and ever ready attitude to satisfy the users. I would personally like to express my thanks to your Mr Sadhu Satpute who throughout this process was a single point coordinator to drive this transfer extremely smoothly and completely hassle free. I have always heard people say good things about Agarwal Packers but this is the first time I had a first hand experience! I strongly believe great organisations are led by exemplary leaders and my acknowledgement goes to Mr Rajender Agarwal for grooming and steering this organisation so professionally! I must apologise that I am writing this rather late acknowledgement as I was travelling overseas for several weeks and just returned. I would once again thank your team both in Mumbai and Chennai for this completely tension free and absolutely satisfying service experience.

With warm regards,

G Sunderraman  
Executive Vice President  
Godrej & Boyce Mfg Co Ltd