



DUBAI TO GURGAON

From: Rakesh Dhasmana <R.Dhasmana@iffcotokio.co.in>
Date: Tue, Mar 22, 2016 at 6:23 PM
Subject: Re: Fwd: Update Status: Gurgaon Address: Contact No:
To: Priyanka <import_delhi@agarwalpackers.com>
Cc: Rakesh Dhasmana <dhasmana1974@gmail.com>, viki kachru <viki.kachru@agarwalpackers.com>

Dear Priyanka,
CC: Neha/Viki

Thanks for your email below.

I wish to place on record my sincere appreciation for the absolutely professional manner in which APM has handled the recent movement of my goods on door delivery basis from Dubai to Gurgaon.

Having been placed on an urgent assignment in India on a short notice by my employing organisation, I had a very small window available to plan the transfer of goods from Dubai to Gurgaon. Though my colleagues and friends in Dubai suggested a few popular Dubai based packers and movers, I was more concerned with the fact that while an export out from Dubai would't be much of an issue, the multimodal movement of goods in India and the clearance at Customs could be a challenge. I strongly felt that the service provider had to be the best not just in Dubai but also in India. I had, few years back, utilized APM's services for packing and moving my household goods from Ahmedabad to Gurgaon. That time also I had to move on a very short notice and APM had provided very professional and meticulous service then. With this in memory, I decided to speak to APM India to seek advice on the international movement. I dropped an enquiry on their portal and almost immediately received call backs from Mr Viki Kachru and Ms Neha. Instead of trying to do a sales pitch and convince me into using APM's services, they very patiently listened to my queries and cleared all my doubts and apprehensions, making me aware of various available ways to transport, the customs formalities involved, the baggage allowance rules under Transfer of Residence and educating me on how I should ideally be packing the goods for ensuring a convenient and hassle free experience. Even after the telephonic communication, I sent them a fairly long list of queries which they were very prompt in replying to in detail. Since I wasn't sure of the volume/weight of my consignment, they even arranged a prompt survey at my home through their Dubai counterpart to help me with the right decision. All this was done without seeking any commitment from me.

I eventually decided to place my trust with APM and requested a priority movement. I need to register here that for some technical reason I wasn't able to pay the charges in advance, as per practice. However, APM neither bothered me with followups nor held/delayed the movement for this reason and agreed to my settling the account after I have reached back.

APM has a tie up with a highly ranked Dubai firm for packing and exporting the goods. That shows that they are not ready to compromise even when choosing partners. The team which came for packing at Dubai was extremely efficient and quick. Once the goods had been shifted from my house, APM sent me regular updates on email and phone with likely dates of arrival in India sea port and then the ICD. On the day of Customs clearance, I visited the ICD and checked the pallette myself. The packing had been done very well and all my goods had arrived intact. Mr Viki Kachru was present at the ICD the whole time to ensure a hassle free clearance and to ensure that I did not have to run around for any activity. The permanent CHA being used by APM also was very efficient..They advised me wisely on the duty declaration and the entire exercise was absolutely smooth. Subsequently, the goods were delivered to the destination at the committed date and time with ZERO delay or hassles. Here again, pleasantly, Mr Viki was present personally to supervise the unloading, unpacking etc. At the end of it all, Mr Viki gifted us a pretty Ganpati figurine on APM's behalf which was a very sweet gesture. This experience has not just proved my decision right, it has also strengthened my trust on APM. Needless to say, I will not just be using APM services in future, when needed, I will also recommend APM to all my friends in India and abroad who seek a hassle free experience. My thanks to the entire APM team for maintaining such efficient service levels. All the very best and keep up the good work.

Regards,
Rakesh Dhasmana