



Mumbai to Doha, Qatar

From: Premraj Puthenpura [mailto:pputhenpura@qgtc.com.qa]
Sent: Monday, September 30, 2013 5:13 PM
To: janhvi
Cc: 'International West'; 'LAXMI THAKWANI'; ramesh.shinde@agarwalpackers.com; 'SANESH SHELAR'
Subject: Feedback

Good day All,

Feedback on the service provided by Agarwal Packers:

1) Pre booking stage:

Good communication by Ms Neha (Delhi Office) & Ms Laxmi Thakwani (Mumbai). All information conveyed in a very professional and satisfactory manner.

Quotes / negotiations and all info pertaining to packing and transport were very detailed and helpful.

2) Packing & Loading stage:

Very satisfied with the packing and loading operation. Carried out in a very professional manner.

When the loading truck was backing up at the building gate, had a small issue as the truck damaged few granite tiles due to poor signaling by the persons involved. I had to sort this out by paying money to the effected parties.

3) Customs clearance and delivery stage:

This was a nightmare and totally unexpected. The delivery took much longer than expected and my colleagues who had shipped the cargo by Sea around the same time got it much before I received after sending by Air. The attitude and behavior of your cargo partner Skycom was very poor and unprofessional. They were rude, argumentative and not at all cooperative and I never got a proper reply from them. They blamed me for sending the consignment by courier instead of Cargo, which I understand was the mistake of Agarwal Packers Mumbai office.

At that stage I would have expected some intervention or help from someone higher up in the Agarwal Packers. Ms. Janhvi Kambli did her best what she could but the delay in receiving the consignment was not justified after spending that much money.

4) Insurance claim for damaged items:

Ms Janhvi Kambli was very helpful in finally managing to settle the claim. My special thanks to Janhvi for pursuing this matter and chasing the insurance company to finally settle the claim.

Ms Janhvi has been very professional in her dealing and I truly appreciate all the help I received from her.

5) Good gesture from Agarwal Packers:

Appreciate the good gesture from Agarwal Packers in compensating me with Rs.10000/-. That was very kind of your organization and other such business houses may not have done this.

As I was not expecting this money, I am sure you all will be happy to know that this money has been given to charity for a good cause.

6) Future business with Agarwal Packers:

I will recommend Agarwal Packers to my friends and family and I will be using your service in the future as well. However I would not like to deal with Skycom again.

Once again my special thanks to Janhvi for doing a commendable job.

Thanks and Best regards
Prem

Premraj Puthenpura
Shipping Logistics Controller