



Delhi to Ireland - 365 A

From: Vivek Bhushan [mailto:vivekbhushan7@gmail.com]
Sent: Monday, January 27, 2014 6:29 PM
To: Neha Bhardwaj
Subject: Re: Feedback: Update status: Quotation for the Shifting Of Your HHG from Delhi to Ireland -356 A

FEEDBACK for Agarwal Packers and Movers Ltd.

The package was packed and picked from my door (New Delhi) and delivered right at my doorstep in Ireland with no additional charges apart from the quote.
Also the package arrived in perfect condition. Thanks to the team behind this.

Overall very satisfied :

- 1-Price was disclosed accurately up front- no hidden fees, all taxes included in quote, completely straightforward.
- 2-Answered all emails very promptly and the customer sales staff were very courteous and professional.
- 3-Clear responses to all my queries.
- 4-Took prompt action on my request to change my address in Ireland.
- 5-The onsite packing team was very professional and knew their job well.
- 6-Paper work and insurance work was prompt, efficient and quick.
- 7-Timely update of the delivery of the goods.
- 8-The Agarwal Packers arranged the last mile delivery (in Ireland) through DHL.
- 9-Overall would highly recommend them.

Minor downsides:

- 1-Out of the 8 boxes, 4 boxes were reopened and repacked (most likely or may be) by the Customs (in India or in Ireland, not sure). The boxes were not packed properly (the plastic over was removed and the boxes were only taped) the same way as it was done initially by Agarwal Packers and movers. Having said that, no item was missing or was lost. This is one suggestion to Agarwal packers and movers, if possible for them to provide a feedback to customs to ensure they repack the goods in same fashion as before.
- 2-One kitchen item (handle of one Pressure cooker) was broken. Though, everything else was safe.
- 3-Price quote was little higher than most the competitor's quotes. But, I think better service compensates for the same.

Thanks to Agarwal Packers and Movers for your efficient service. Keep up the excellent work !