



AGARWAL
movers GROUP
Insignia of Assurance

Dubai to Mumbai

From: Suresh.Warrier@axisbank.com [mailto:Suresh.Warrier@axisbank.com]
Sent: Tuesday, July 23, 2013 1:40 PM
To: Laxmi Thakwani
Cc: 'Sheela Warriar2000'
Subject: RE: Fw: Fw Feedback

Dear Laxmi,

The overall experience of dealing with Agarwal Packers & Movers was very good at both locations i.e. at the overseas location of pickup of goods as well as at the delivery location in India. Your counterpart in Dubai did a good job of packing the items. They were very professional and conducted their work efficiently with minimum inconvenience to us. The sales person who visited us was knowledgeable and provided us with adequate information relating to the entire process, including customs formalities in India.

The delivery process in India was also very smooth and the entire team from your company that was involved in the process was well experienced and cooperative. Despite the severe restrictions imposed by our building society for unloading goods, your local team diplomatically and efficiently managed the building authorities to ensure that the goods were promptly delivered without any major bottlenecks. We were also pleased that none of the items, including glassware, were damaged.

Many thanks to Ms. Laxmi Thakwani for coordinating the entire process from end to end. She was quite prompt in her responses, which provided us with a lot of comfort.

I have one suggestion, which you may like to consider:

In our case, your overseas counterpart was changed by you without our knowledge. While I suppose that is an internal matter as far as you are concerned, it would be advisable to keep the customer duly informed of such changes in advance. The sudden change did catch us off guard and did lead to some confusion at our end. Thankfully, things worked out well in the end.

Regards,

Suresh Warriar