

## Singapore to Pune

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**Sent:** Friday, December 09, 2011 2:44 PM  
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**Subject:** RE: FeedBack regarding your Shipment from Singapore to Pune !

Hi Abhishek,

Apologies for replying late to this. I wanted to write in details, but was caught up with other activities and hence took some time. Please see my feedback below on my Relocation from Singapore to Pune.

**Overall Comment:** We are overall Happy and Satisfied with the service provided by Agarwal Packers and Movers. The Relocation was smooth enough and every interaction that I had (especially with Himanshu and Abhishek) was very courteous and generous. Also, all the items that were delivered were intact and no breakage/loss had happened to the Articles, which ascertains the good relocation.

**Areas of Improvement:** Though the overall feedback is good, I will like to suggest an area of improvement which, according to me, will help you guys improve your service even further. I would recommend that you should improve the synchronization between various offices of your organization so that any customer, does not face any trouble because of any glitch at your end.

For eg.

1) Though my shipment arrived here on 21/22 Oct (as informed by Mumbai Office), when I had given a call to Abhishek (Delhi Office) on 19 Oct Evening, I was informed that the shipment had just sailed on 18th, which actually was 14th. Due to this, I planned a holiday in Diwali and hence ended up paying an extra cost of Warehouse. I understand it's a difficult task at hand, but I think we can improve on this area.

2) Similarly, when I gave a PDC and then paid for all the charges in CASH, I was eligible for the cheque to be returned ASAP. However, due to some confusion between your offices at Mumbai and Pune, that cheque was Encashed and money was debited from my account. Importantly, it returned back later (approx 2 weeks later). But, in case I might have not held the amount in my account considering the payment made by me, then I would have been charged with a fine, etc.

The above to instances state that there are some issues existing related to synchronization between your different offices, but as we know, you guys are capable enough of improving it.

Having said all the above things, I will still like to commend the way things were handled by Himanshu and Abhishek, which makes me feel that things will improve and I can return to Agarwal Packers and Movers, in case I require any relocation services.

Thanks once more for the services and Keep it Up.

Regards,  
Sumitra Nandan Mishra