

NEW DELHI TO SYDNEY

From: Suraj Shankla <suraj.shankla@gmail.com>

Date: Tue, Aug 25, 2015 at 5:44 AM

Subject: Re: Quote1277 Movement of household goods from New Delhi to Sydney

To: Ritu Wadhera <international_delhi@agarwalpackers.com>

Dear Ritu Ji,

Ritu was very diligent in providing the input and ensuring that everything happened on time; right from the beginning of booking an appointment, giving the quote and tracking our luggage till we received it our destination.

There were certain delays; however that was more of a process thing and I believe certainly not in control due to dependency on external agencies. However, Ritu was always providing us the updates.

The best part was that she was always reachable on the phone. In case if she could not pick up the call due to some other work, Ritu ensured that she returned my call back. This is a big satisfaction that person is in constant touch with you to ensure that you are not staring in black box. Big thumbs up for that. Mannered and very polite. The team ensured that they left our premises neat and clean.

Thanks and Regards

Suraj Shankla

+61 421 691 578