



You

To ReloUK Imports, +4

14 Nov

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Subject: Request for Urgent Response: Follow-up on Delivery, Insurance Claim, and Container Shipment

Dear Sirs

I hope this email finds you well. I am writing to follow up on my previous email regarding the update on the delivery, insurance claim, and container shipment. As it has been three weeks since I received your email stating that the CEO would be in touch, and I haven't received any communication, I am growing increasingly concerned about the lack of response.

I kindly request an urgent update on the following points within the next 10 working days:

1. Delivery of my 40-foot container in Durban:
I would appreciate knowing when I can expect the delivery of my 40-foot container, which is currently sitting in Durban.
2. Processing of my insurance claim:



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1. Delivery of my 40-foot container in Durban:

I would appreciate knowing when I can expect the delivery of my 40-foot container, which is currently sitting in Durban.

2. Processing of my insurance claim:

I need immediate information on the status of my insurance claim for the missing item number 55 from my personal shipment, which was sent from the UK in April 2023. It is essential for me to know when the claim will be processed, as this issue has been pending for some time now.

3. Delivery confirmation for the 20-foot container:

I request prompt confirmation on the delivery schedule for the 20-foot container that was picked up in the UK in August.

Please be aware that if I do not receive a response within the next 10 working days, I will have no alternative but to involve my solicitors who have been copied on this email, to engage in these matters moving forward. I believe it is in everyone's best interest to resolve these issues promptly and efficiently.



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Thank you for your immediate attention to this matter. I trust that you will provide the necessary updates and assistance to address the concerns raised. I look forward to receiving your response soon.

Best regards,

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Dear Chantal

I am writing to address my concerns regarding the redelivery charge and the offloading of my goods in a different location.

Firstly, I had a conversation with Jenny, on the 23rd October 2023 who confirmed that the redelivery charge is indeed correct. As my contract is with Relo UK, my instructions were clear from the start: to pick up the goods from London and deliver them to Estcourt. However, I am confused as to why the goods were custom cleared and offloaded in a different location without my authorisation. This was not part of my instructions, and I did not request this change.

I want to emphasize that the responsibility for authorising such changes lies between yourself and your agent in South Africa. As a result, I cannot accept any further charges associated with this shipment. If you are unwilling to resolve this matter, I kindly request that you confirm this in writing so that I can seek legal advice and take appropriate action.

Furthermore, could you please provide a response to the other points I've mentioned.



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