

Note: highlights added. Names and emails redacted and where possible replaced with position/title

██████████@gmail.com

From: ██████████@johnmason.com > [Executive Director]
Sent: Monday, 23 February 2026 11:01 PM
To: ██████████@gmail.com
Subject: RE: 303474 - Response to Your Email Regarding Packing Standards and Damage

Dear ██████████,

Thank you for your email.

[Group Export manager]

I have reviewed the correspondence and the responses already provided by ██████████ and the team. I appreciate that this situation is frustrating for you, and I am sorry that your belongings were damaged during transit.

Having considered the matter, I am satisfied that your concerns have been addressed appropriately and professionally by my colleagues, and I fully support the position already outlined to you. Our crew are experienced export professionals, and I have confidence in both their conduct and the way this complaint has been handled internally.

As previously explained, the appropriate next step is for the insurance process to conclude. Should you wish to pursue the matter further after that point, we will of course cooperate with any independent arbitration or formal review in line with our terms and industry procedures.

For additional support during this process, you may also contact the British Association of Removers Consumer Affairs team at consumer.affairs@bar.co.uk. [note: the Director writing here is also on the board of this organisation - so not exactly impartial]

I do not believe it would be helpful to revisit the detailed points via email while the claims process remains ongoing, but please be assured that your feedback has been noted.

Kind regards,

██████████
██████████
Executive Director

██████████@johnmason.com
01514493938
www.johnmason.com



From: ██████████@gmail.com ██████████@gmail.com >
Sent: 22 February 2026 22:35
To: ██████████@johnmason.com > [Executive Director]
Subject: RE: 303474 - Response to Your Email Regarding Packing Standards and Damage

WITHOUT PREJUDICE

Dear ██████████

I have received [REDACTED] response following my email to you last week. I am astonished by her continued absolute assertion regarding the quality of packing, given the extensive and well-documented evidence to the contrary already provided.

Her reply does not engage with the substance of the issues raised, nor does it address the clear correlation between inadequate packing and the scale and consistency of the damage incurred. Repeating reliance on the packers' own assurances does not constitute an objective or reasonable assessment of what occurred.

Once the insurance claim relating to the repair and replacement of my belongings is resolved, I will consider appropriate avenues of recourse against John Mason. Having sought legal advice, this may include pursuing damages arising from services that could reasonably be expected under such a contract (whether expressly stated or implied) but were not delivered, including, without limitation, inadequate packing, damage to items, consequential costs, time expended, and associated professional and legal expenses.

For the avoidance of doubt, this matter will not rest here, and this correspondence is provided without prejudice to my rights.

Sincerely,

[REDACTED]

From: [REDACTED]@johnmason.com > [Group Export Manager] Interesting to note they never reply all
Sent: Wednesday, 18 February 2026 2:54 AM
To: [REDACTED]@gmail.com
Subject: RE: 303474 - Response to Your Email Regarding Packing Standards and Damage

Dear [REDACTED]

Please accept my apologies, as I must have been out of the office when your email below was received and it was inadvertently filed, as we had previously responded to you on this matter.

Our final position remains as outlined in my email to you in December. We stand by our crew, who are highly experienced professionals, and confirm that all packing materials used were of industry standard.

Once again, we are truly sorry that your belongings sustained damage during transit. It is never our intention to provide anything other than a positive experience for our clients, and we take situations such as this very seriously. We genuinely believe that we acted in your best interests throughout the packing process and fulfilled our contractual obligations.

However, if you feel that we have not met the terms of the contract and wish to pursue the matter further through independent arbitration, we will of course cooperate fully with that process.

We trust this clarifies our position.

Kindest regards,

[REDACTED]

From: [REDACTED]@gmail.com
Sent: 16/02/26 03:46
To: [REDACTED]@johnmason.com [Executive Director]
Cc: [REDACTED]@johnmason.com [Group Export Manager]
Subject: RE: 303474 - Response to Your Email Regarding Packing Standards and Damage
Attachments:
image001_2026216095259.jpg,image002_2026216095259.png,image003_2026216095259.png,image004_2026216095259.jpg

Dear [REDACTED]

I am writing to follow up on my email below, sent over four weeks ago to [REDACTED], on which you were copied. To date, I have received no response whatsoever.

That email set out, in detail and with supporting evidence, serious concerns regarding the standard of packing provided by John Mason and the subsequent handling of my complaint. The absence of any reply raises a further concern as to how John Mason responds when a customer raises a significant service failure.

That email set out, in detail and with supporting evidence, serious concerns regarding the standard of packing provided by John Mason, where deficiencies in care resulted in significant damage to items entrusted to your company, as well as concerns about the subsequent handling of my complaint. The absence of any reply raises a further concern as to how John Mason responds when a customer raises a significant service failure. In the absence of engagement, I can only assume that John Mason considers its investigation complete and sufficient, notwithstanding that it appears to have relied solely on discussions with the packers themselves, despite extensive physical evidence to the contrary.

As my insurance claim progresses, I am obliged under the terms of the policy to provide any further evidence requested. Should that occur, this will necessarily include the same documentation already shared with John Mason, together with the lack of any substantive response to my complaint.

As more than a month has now passed since my detailed response to John Mason's stated "findings," without any reply, I will take this to represent the extent to which John Mason is prepared to engage on this matter. I trust you will understand that this position, and the absence of any response, will form part of my final assessment once the insurance process is concluded.

Regards,

[Redacted]

[Redacted]

From: [Redacted]@gmail.com <[Redacted]@gmail.com>

Sent: Thursday, 15 January 2026 1:08 PM

To: [Redacted]@johnmason.com [Group Export Manager]

Cc: [Redacted]@johnmason.com [Executive Director]

Subject: 303474 - Response to Your Email Regarding Packing Standards and Damage

Dear Amanda,

Thank you for your response. I must say I am astonished by its content, particularly the continued assertion that my effects were packed with care and expertise when the physical evidence demonstrates the opposite.

Of the 18 boxes and items wrapped by John Mason, 14 arrived with damage - a failure rate of 78%. The only items that arrived undamaged were two boxes containing books only, and two boxes each containing a single chair. On your own inventory, items 18-24 were taken with minimal wrapping to be crated later at your

premises; of those eight items, three arrived damaged. This level of damage across so many items cannot reasonably be reconciled with claims of "expert packing" or "all necessary precautions."

To illustrate, I will provide just a **few examples** of what your company appears to consider "expert" and "careful" packing.

1. **Clothes Horse**

This item was merely wrapped, with no structural support to prevent crushing. I have photos showing its condition before collection, how it was wrapped, and the damage on arrival. Expecting a lightly wrapped, unsupported frame to survive an intercontinental journey is entirely unrealistic.

(Attached: 1A Clothes horse before John Mason took it; 1B Clothes Horse as it arrived; 1C Clothes Horse after unwrapping)

2. **Butler's Tray**

This was specifically listed on the insurance forms provided to John Masons prior to the lift as a significant item. It was forced into a box far too small, bending hinges past their 90-degree limit, splitting the wood and breaking the hinges. As the packers were squeezing it into the box they had chosen, they could not have failed to hear the sound of the wood splitting under pressure. The only "protective" packing inside the box was a single sheet of butcher's paper in the base and discarded tape rolls.

There were obvious alternatives: packing it flat and protected or using a suitably sized box. Packing in the way it was, diagonally across a box, the tray required a **minimum** internal diagonal dimension of 83 cm; the box used was only 63 cm. The damage was not accidental - it was the direct result of forcing an item into an unsuitable container.

(Attached: 2A Butlers Tray this is just the MAJOR damage; 2B Butlers Tray Measurements; 2C Butlers Tray Min dimensions if packing with sides up; 2D Butlers Tray Actual box incl packing materials and diagonal measurement)

3. **Framed Pictures**

Multiple framed pictures were placed together in a box with ornaments, with no paper or padding between frames. Others were wrapped intermittently - some wrapped, some not. The result is widespread scuffing, frame damage requiring complete reframing, and in some cases total loss requiring replacement (if that is even going to be possible).

(Attached: 3A Collage of frame damage - too many to attach all have collaged a sample to demonstrate the issue)

4. **Indian Chest**

This was simply wrapped, with no edge or corner protection. Corners were torn through during transit, damaging the piece. Even basic retail transport of low-value furniture protects corners - yet this was not done for a sentimental item travelling across the world.

5. **Glassware and China**

Items were wrapped inconsistently - "wrap one, place one" - even in boxes clearly marked fragile. The result: smashed glasses and chipped and broken china across multiple boxes.

There was a great deal more damage to many more items, including furniture as previously provided to John Masons and now also listed with the insurers. The unpacking team in Australia - your own partners - were visibly surprised at the condition of items and the lack of adequate protection. I could barely keep pace with photographing damage as items were revealed. If I had been aware from the outset of how much damage there is, I would have taken a photo of the open box before it was unpacked, however I thought it was reasonable to expect the firm I hired to take care of my items for shipment would have done just that.

Finally, I am equally disappointed in how my complaint was handled.

██████████ who sold the service and made many promises, offered no response at all - not even an acknowledgement.

[International Sales Consultant]

[International Move Manager]

provided a cursory apology, immediately followed by insurance forms, with no support, no engagement with the substance of my complaint - and then sent a follow-up email asking me to complete a feedback survey. Asking for feedback immediately after dismissing a detailed damage complaint reflects a profound lack of basic customer service awareness.

It is also unconvincing to suggest that speaking to the same crew who packed the items constitutes an objective assessment of packing quality. Naturally, they would defend their own work. The condition of my belongings on arrival is the only credible evidence of the quality of packing - and that evidence is damning.

You state that John Mason acted in my best interests throughout the packing process. If that is genuinely your position, then I invite you to explain how a 78% damage rate, widespread inadequate packing, and avoidable physical forcing of items into unsuitable boxes represents acting in anyone's best interests.

The extent and pattern of damage show not misfortune, but systemic failure in packing standards and quality control. I will continue to pursue my insurance claim, but that does not absolve John Mason of responsibility for the standard of service provided.

I expect this matter to be taken seriously - not defended reflexively.

Regards,

From: <@johnmason.com>

Sent: Wednesday, 17 December 2025 10:41 PM

To: @gmail.com

Subject: Re: FW: 303474 - Insurance Claim Form

Dear

has forwarded your email to me so that I could look into this matter for you.

Firstly, I would like to say that we are always very disappointed when a client feels the need to raise a complaint. It is never our intention to provide anything other than a positive experience for our clients, and we take situations such as this very seriously. We genuinely believe that we acted in your best interests throughout the packing process.

Of course, we are extremely sorry to hear that some of your items were accidentally damaged during transit. We have spoken with the crew who packed your shipment; they are highly experienced export packers, and we are confident that all necessary precautions were taken when packing your effects. All items were packed in line with our standards, using industry-approved materials suitable for export shipments.

Unfortunately, despite all precautions, damage can occasionally occur during transit to Australia, which is why insurance cover is recommended. I understand that you have already submitted a claim with the insurance company. Should we be able to assist you in any way with this process, please do not hesitate to contact us.

Kindest regards,

Group Export Manager



@johnmason.com

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Please note our offices will be closed for the Christmas and New year break on the following dates.



We will be closed on the 24th, 25th, and 26th of December. Additionally, we will be closing again from the 31st of December until the 2nd of January 2026.

The contents of this e-mail are confidential and are only intended for the stated recipient. If you are not the stated recipient you must not deal with it in any way other than to return this message to the sender and delete from your mailbox. Please note that whilst John Mason International Ltd does check for viruses, it is the responsibility of the recipient to scan all messages prior to opening them. All information is treated confidentially. Please refer to our Privacy Statement for further details: [Privacy Policy](#) We are committed to [FIDI's Anti-Bribery and Corruption Charter](#) . We are committed to [FIDI's Anti-Trust Charter](#)

From: [redacted]@gmail.com <[redacted]@gmail.com>
Sent: 12 December 2025 03:29
To: [redacted] <[redacted]@johnmason.com> [Executive Director]
Subject: FW: 303474 - Insurance Claim Form

Dear [redacted]

Thank you for your prompt response on LinkedIn. I appreciate your willingness to look into this matter.

As requested, I am forwarding the email I sent earlier today to [redacted] following [redacted] rather than an impersonal response to my email yesterday in which I outlined in detail the condition of the items on arrival. The original email describing the extent of the damage-along with the comprehensive list of affected items-is included as an attachment as it was not referenced or acknowledged in [redacted] initial reply, which consisted solely of forwarding claim forms and insurer contact details. [International Move Manager, International Sales consultant and Administration Co-ordinator] [International Move Manager]

While this was a small shipment, the nature of the items and the reason for the move were well known to the John Mason team from the outset. These pieces represented the entirety of what was entrusted to me following my mother's death. I may not have been relocating a full household, but I was moving what was, in effect, everything that was left to me of my parents' belongings, my father having died several years ago. The condition in which they arrived is therefore especially disappointing and far from the standard I was assured of or could reasonably expect from a company with your accreditations and stated expertise.

I have begun preparing the insurance claim documentation and will submit what I can shortly. However, as noted previously, Australia enters its extended Christmas and summer shutdown this week, and most relevant businesses will not reopen until late January, after Australia Day. This will inevitably delay my ability to obtain repair or replacement quotations.

Without restating every point, I do wish to reiterate that the service received once issues arose did not reflect what was sold to me, nor does it align with the standards one would expect from an organisation of John Mason's profile.

Thank you again for engaging with this promptly. I look forward to your assistance and support in ensuring the matter is addressed appropriately and in line with the service expectations you set for your company.

Kind regards,
[redacted]

From: [redacted]@gmail.com <[redacted]@gmail.com>
Sent: Friday, 12 December 2025 8:01 AM
To: [redacted] <[redacted]@johnmason.com> [International Move Manager]
Cc: [redacted] <[redacted]@johnmason.com>; [redacted] <[redacted]@johnmason.com>; [International Sales Consultant & Administration Co-ordinator]
Subject: RE: 303474 - Insurance Claim Form

Dear [redacted]

Thank you for your response. However, given the extent of the issues I raised (in the email attached), I was surprised and disappointed that the entirety of your reply was limited to forwarding a claim form. It does not reflect the seriousness of the situation or acknowledge the significant shortfall in the standard of packing and handling that I had every reason to expect from a company that promotes itself as having a specialist team of removal experts. It is also a stark contrast to the experience that was presented to me during the sales process and in John Mason's own marketing, including claims that customers are part of the John Mason 'family'.

I will complete the claim form and submit it to the insurers before the holiday period, but I must reiterate the challenge-previously explained to you-regarding obtaining repair or replacement quotations. Due to the Australian Christmas and summer shutdown, most relevant businesses will not reopen until after Australia Day. These delays are further compounded by the three-week hold-up of the shipment in Singapore (for which I received no proactive update) and additional delays at this end due to your partner's delivery constraints. Had these not occurred, the items would have been received more than four weeks earlier, allowing adequate time to progress quotations before the holiday closures. To be explicit: Australian customs and quarantine were not responsible for any delay.

The damage is extensive, and the claim will require substantially more detail than the limited space provided in the form. I have reviewed my call transcripts with James, and the experience to date bears little resemblance to the assurances I was given, including that John Mason would remain my point of contact and would support me should any claim be required. Simply forwarding forms and insurer details does not constitute that support.

It is now evident why John Mason requests feedback at the point of uplift-well before the customer has any visibility of the condition in which their belongings ultimately arrive. I will provide comprehensive feedback and public reviews of the service received, with updates to follow once the claims process concludes.

I expect that this matter receives proper attention from senior management, and I trust that the claim will be handled diligently and with the level of responsibility appropriate to the circumstances.

Sincerely,

██████████

From: ██████████ <██████████@johnmason.com>
Sent: Thursday, 11 December 2025 8:47 PM
To: ██████████@gmail.com
Subject: 303474 - Insurance Claim Form

This was their response to my email that outlined all the damage and lack of proper packaging. They chose to not do as a reply to that email (the content was similar to that above that I reiterated when contacting the owner/executive director of the company).

Hi ██████████

Thanks for your email.

I am sorry to hear that some of your items have been damaged in transit.

Please find attached a claim form for you to complete and return to insurers **within 30 days of the delivery of your goods.**

Should you have any further queries with regards to your insurance policy or claim, please get in touch.

Kind Regards,

██████████

██████████

International Move Manager



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