

Good morning Neil,

I can see this parcel is now on its way to Spain, and am astonished this was resolved so quickly after DPD's interference.

As you have managed to resolve two problems for us this week, is there any chance of going for a trifecta and taking a look at the last remaining issue we have with TG?

Your reference for this is TG-3186809. Put simply, this shipment was beset with problems almost from the start, and as time went on went has gone bad to worse. I am attaching a copy of an email to one of your colleagues about this. I suspect he might be away this week, as I haven't had a reply, which is unlike him.

Apart from the return of our goods, which appear to be making their way back courtesy of UPS at the speed I'd expect travelling by horse and cart, there is a more immediate problem with this horrible ex-customer.

He is making various threats on a daily basis, with reference to the UPS invoice dated January 21, which I think it's safe to say anyone of measurable intelligence would realise was not payable by him as he is not receiving the goods. There is a good chance, that I will be out of the office next week, and before leaving need to get that resolved, as he will drive my assistant insane.

To that end, I am looking for an email from Transglobal that we can copy to him, along with a couple of ideas of my own if he persists with his pestilence. Ideally, I would like this to confirm the following points, all of which I believe are 100% correct (and obvious):

- * The parcel is now on its way back from Germany to the United Kingdom
- * This was sent DPP, and any customs invoice should have been directed to us, not him
- * The invoice from UPS dated January 21 (issued before he rejected the delivery) no longer stands and is not payable by him

Please let me know if you require any additional information pertaining to this, either by email, or if you prefer to call, my direct line is 0203 637 2940.

Thanking you in anticipation of another satisfactory resolution.

Kind regards,

Neil Corke
Director