

January 31, 2022



483 Green Lanes  
London  
N13 6BS

DHL International Customer Accounts  
DHL International (UK) Limited  
PO Box 4833  
Slough  
SL3 3JE  
UNITED KINGDOM

Dear Sir/Madam,

**Account: 423444632**  
**Disputed Invoices: AV18359941 & AV18887157**

I refer to your email dated January 28, 2022, a copy of which is attached for ease of reference.

It should be abundantly obvious from a cursory inspection of the attached email chains that both of these invoices are disputed, notwithstanding the statement in your email claiming otherwise.

The item in dispute is identical for both invoices, being that the VAT charged on the carriage bears no relationship whatsoever to the actual amount paid.

Invoice AV18359941

The total carriage charged on this shipment was £1,044.64. You have however incorrectly calculated the tax on an amount of £4,477.46. Your initial explanation was that we did not advise DHL of the shipping charge we were charged by DHL, which is bordering on risible.

In September last year we were advised that the invoice would be corrected if a disclaimer confirming the defective invoice would not be used to reclaim input tax on the carriage was provided. I sent that declaration to you on October 08 which was acknowledged, but no amended invoice, or credit note was ever received. We were subsequently informed that you intended to resile upon that agreement and would not correct your error. Having provided the requested declaration confirming we would not claim input tax on the carriage, I am now advised that we are not able to recoup the cost of your mistake on this invoice by the method you suggest.

Invoice AV18887157

The carriage for this shipment was clearly noted on both the booking form and customs declaration, yet for reasons unknown, you decided to calculate the tax as 5% of the value of the goods shipped instead of 20% of the amount actually paid for carriage. I have recently sent three emails to Mark Jones requesting an explanation for this anomaly but have not received the courtesy of a response to any of those messages.

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So far as we are concerned, the issues in dispute on both invoices are simple and straightforward and should have been resolved promptly. Instead, email enquiries are either not answered for several weeks, or at all, and when a response is received it in no way addresses the issue.

The other mainstream couriers, UPS, Fedex/TNT and DPD which import goods into the UK charge all VAT on the actual carriage and not a random figure. We are obviously not responsible for DHL being incapable of calculating VAT properly and are not prepared to waste any further time corresponding with your indolent and incompetent UK customer accounting operation, particularly when e-mail enquiries are simply ignored, and on the rare occasion a reply is actually received it fails to address the complaint raised.

Since the VAT charged in relation to the goods imported is correct on both invoices and you are incapable of correcting your mistakes relating to the VAT charges on the carriage, we have made two transfers to your HSBC account 91406396 today in settlement of the undisputed amounts:

Invoice AV18359941: £1,303.58

Invoice AV18887157: £807.95

For the avoidance of any possible misunderstanding, the amounts invoiced for tax on carriage on both invoices are wholly disputed and will not be paid by the company.

If you wish to pursue the disputed sum further, you should issue a claim against the company in the County Court, the address for service of which is 483 Green Lanes, London, N13 4BS. Needless to say, any such proceedings will be vigorously defended and we reserve the right to produce a copy of both this, and all preceding correspondence, to the Court in support of a claim for costs.

Yours sincerely,



Neil Corke  
Director