

Amin Jalili

Subject: FW: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

I am surprised with the level of customer satisfaction about your services. If I had known it in the first place, firstly, I would not have chosen to work with you and secondly would not have paid you 90% of the fee in advance and then beg and beg and descent myself to you to get some update and to see your raise your voice to me and even worse threaten me to return my stuff from Jebel Ali port in Dubai on 20th July when I complained about your violation of agreement. Your surveyor told us it would take 35 to 40 days door to door. Now as you said it is going to be 62 days (2nd July till 5th Aug) door to “port” (and even worse “subject to change”). Based on our agreement which regretfully I relied on you and did not document it, you promised me and assured me several time that they would reach me by the end of Aug. Based on that the flight of my family is on 27th Aug and they have to stay in hotel for God only days how many days.

Regards,
Amin Jalili

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]
Sent: Monday, August 07, 2017 10:37 PM
To: 'Amin Jalili'
Cc: 'Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

All the shipping detail given you below.

Before the arrival of the container our destination agent will notify you for further detail.

Thank you and Kind Regards,

Kishwar Sajjad
Lead - Import & Export



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E-Mail : opsdubai@sabamovers.com

Web : www.sabamovers.com



From: Amin Jalili [<mailto:aminjalili@gmail.com>]
Sent: Monday, August 7, 2017 4:11 PM
To: 'Kishwar - Al Sabaa International Movers LLC'
Cc: 'Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

This is a reminder on my previous emails.

Regards,
Amin

From: Amin Jalili [<mailto:aminjalili@gmail.com>]
Sent: Monday, August 07, 2017 12:03 AM
To: 'Kishwar - Al Sabaa International Movers LLC'
Cc: 'Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

I appreciate your response on below email.

Kind regards,
Amin

From: Amin Jalili [<mailto:aminjalili@gmail.com>]
Sent: Saturday, August 05, 2017 5:20 PM
To: 'Kishwar - Al Sabaa International Movers LLC'
Cc: 'Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

Please let me know on which site I can track the vessel.
Also, please advise how many days after ETA, I can expect the delivery (with and without quarantine).

Regards,
Amin Jalili

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]
Sent: Saturday, August 05, 2017 5:10 PM
To: 'Amin Jalili'
Cc: 'Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Hi Mr. Amin

Please find below the shipping detail for your reference.

Container No: MSKU6704825 , Vessel: MSC BEATRICE , Voy: 727 E ; ETA: 05TH of September , 2017 (Subject to change).

Agent Contact:

Advise later.

Thank you and Kind Regards,

Kishwar Sajjad
Lead - Import & Export



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From: Amin Jalili [<mailto:aminjalili@gmail.com>]
Sent: Thursday, August 3, 2017 2:42 AM
To: 'Kishwar - Al Sabaa International Movers LLC'
Cc: 'Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

Kindly advise the status of my shipment as well as the insurance confirmation.

Regards,
Jalili

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]
Sent: Saturday, July 29, 2017 2:47 PM
To: 'Amin Jalili'
Cc: 'Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Sandra,

Kindly send the final insurance letter to client at your earliest.

Thank you and Kind Regards,

Kishwar Sajjad
Lead - Import & Export



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From: Amin Jalili [<mailto:aminjalili@gmail.com>]
Sent: Friday, July 28, 2017 10:58 PM
To: 'Kishwar - Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

I am still waiting for your response.
Also please send me the approval of the insurance company.

Kind regard,
Amin Jalili

From: Amin Jalili [<mailto:aminjalili@gmail.com>]
Sent: Wednesday, July 26, 2017 10:24 PM
To: 'Kishwar - Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

As you know you have packed my stuff on 2nd July and as agreed, it was supposed to be delivered in Melbourne by the end of Aug. From the beginning you knew that it will be less than a container and groupage option yet gave me the confidence that they will reach the destination by the end of Aug.

First I was informed by you that the ship loading was on 14th July and then on 20th July when I complaint about keeping me in dark and not giving me any information about the status of my shipment, you expressed they were still in Jebel Ali and totally unprofessionally threaten me to ask your agent to return my stuff from the port !! This is totally unheard ! My whole plan of immigration is based on receiving them by the end of Aug and I have canceled my UAE visa and are leaving the country, then you threatened to return my boxes after 18 days of collection and more than a month of agreement?!!

Now, please tell me clear, where are my stuff?

I need ship manifest and I need to know the location of the ship. I want to know how I can track the ship. I raised this request to you several times but I do not understand what is wrong that you are hiding from me.

As I said, if you do not reply my email clearly and address my above concern, I will raise a complain to IAM and ship-stuff.com

Regards,
Amin Jalili

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]
Sent: Wednesday, June 14, 2017 2:07 PM
To: 'Amin Jalili'
Subject: RE: International Moving Quotation for Melbourne, Australia

Yes confirmed.

Thank you and Kind Regards,

Kishwar Sajjad
Lead - Import & Export



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From: Amin Jalili [<mailto:aminjalili@gmail.com>]
Sent: Wednesday, June 14, 2017 1:50 PM

To: 'Kishwar - Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

Thank you for that.

I would like to schedule the packing to 2nd July if available. Please confirm

Best regards,
Amin

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]
Sent: Tuesday, June 13, 2017 10:43 AM
To: 'Amin Jalili'
Subject: RE: International Moving Quotation for Melbourne, Australia

Hi Amin,

Please check the list of the prohibited items

Thank you and Kind Regards,

Kishwar Sajjad
Lead - Import & Export



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Web : www.sabamovers.com



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From: Amin Jalili [<mailto:aminjalili@gmail.com>]
Sent: Sunday, June 4, 2017 9:27 PM
To: 'Kishwar - Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

It is noted and we proceed as agreed before. Please send the boxes at earliest.

Best regards,
Amin

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]
Sent: Sunday, June 04, 2017 2:14 PM
To: 'Amin Jalili'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Amin,

Due to less timing in Ramzan this delay happened. However by tomorrow morning for sure we shall provide you the boxes.
We will not accept this terms to hold the 40% payment as agreed for 10 % it's ok. Regarding the storage charges in Australia
Australian \$ 25/Per CBM/Per Week. Delivery will be made by first week of September its subject on custom clearance in Australia.

Thank you and Kind Regards,

Kishwar Sajjad
Lead - Import & Export



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From: Amin Jalili [<mailto:aminjalili@gmail.com>]
Sent: Sunday, June 4, 2017 1:23 PM
To: 'Kishwar - Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

I was expecting the boxes yesterday since I can only help my family pack during the weekend and I lost this weekend.

Anyway, I hope your future promises are not like this initial experience!

Please note that since I do not have a good understanding of the final volume of my stuff, I prefer to stick to what we agree:

5000 AED - 7CBM

6000 AED – 10CBM

7050 AED - 13 CBM

Any volume in between shall be calculated on 350 AED per CBM

I pay 500 AED at the time of delivery of boxes, against the contract or quotation clearly mention the agreement including the delivery date of shipment in Melbourne on **5th Sept.**

I need one quotation for the storage in Melbourne in case my flat is not ready.

Please find attached another quotation which I received from another reputable company. As you can see they offered 40% of the amount to be paid after the delivery of shipment!!!

So I need you to change your stand and accept the same payment term (40% after delivery).

Best regards,
Amin Jalili

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]

Sent: Thursday, June 01, 2017 5:32 PM

To: 'Amin Jalili'

Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Amin,

OK Fine. let's finalize this deal in AED 7,050/-

You will pay 10% of the payment while doing the delivery of the boxes.

Rest payment will be settled once the packing will be done.

Thank you and Kind Regards,

Kishwar Sajjad
Lead - Import & Export



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From: Amin Jalili [<mailto:aminjalili@gmail.com>]
Sent: Thursday, June 1, 2017 1:55 PM
To: 'Kishwar - Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

I must have misunderstood over the phone. I asked you to charge me per CBM (350 aed). Accordingly, we can calculate the volume e.g. if it will be 13 CBM it will become 7050 AED which is acceptable by me.

Re boxes, it is OK to receive them along with some other wrapping stuff bubble tapes etc on Saturday the 3rd against 500AED (10% of 7CBM) down payment. I need the revised quotation/contract with new figures and stamped along with invoice of 500 AED. For the time being the plan is on 4th July but as you agreed, you will be flexible with my schedule if I want to change the date. Please highlight in your quotation/contract that the delivery date in Melbourne will be first of Sept.

I will issue a check amounting 500 AED for 10th Sept as the performance guarantee and pay the rest of the amount after completion of packing.

Best regards,
Amin

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]
Sent: Thursday, June 01, 2017 1:24 PM
To: 'Amin Jalili'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Amin,

As discussed over the phone while ago. I have given you the price for the 13 CBM which is AED 7,500/-

We shall provide you the boxes, Types, Bubble by 3rd of June on Saturday. We agreed to accept 10% payment

After the confirmation of the Job. But the rest 90% payment will be taken after the completion of the packing.

Kindly confirm for the above & Accordingly I schedule the delivery of the boxes for you.

Thank you and Kind Regards,

Kishwar Sajjad
Lead - Import & Export



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From: Amin Jalili [<mailto:aminjalili@gmail.com>]

Sent: Thursday, June 1, 2017 10:52 AM

To: 'Kishwar - Al Sabaa International Movers LLC'

Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

I am intend to work with your company but please confirm below ASAP:

- 7CBM: 5000 AED
- 10 CBM: 6000 AED
- Each CBM between 7CBM to 10CBM and unlikely up to 13CBM shall cost 350 AED
- I need some boxes in different boxes and wrapping stuff today since I can do some packing over the weekend
- I will pay 10% today to book for 4th July with the option of changing the date later
- Please advise if there is a minimum amount for insurance coverage and tell me the excess fee for each item or overall
- I will pay 10% at the time of delivery to ensure the quality of service

Best regards,
Amin Jalili

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]

Sent: Tuesday, May 30, 2017 6:53 PM

To: 'Amin Jalili'

Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Amin,

AQIS (This is a Australian Quarantine fees) which around AUS \$ 250/-

The only assurance I can give you in the packing, We will do the good packing for the safety of the goods.

For the damages we can't give you the guarantee So for that you will have to take the insurance policy.

You are taking the door to door services So for this option we take full payment here before move the cargo

To the destination.

We give you free storage facility for 2-3 weeks.

I can't reduce the insurance charges.

No additional charges for the handling of that fridge.

I feel happy to assist you anytime for further clarification.

Thank you and Kind Regards,

Kishwar Sajjad
Lead - Import & Export



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From: Amin Jalili [<mailto:aminjalili@gmail.com>]

Sent: Tuesday, May 30, 2017 1:31 PM

To: 'Kishwar - Al Sabaa International Movers LLC'

Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

Thank you for your email. Actually you did not answer rest of my comments which are highlighted in yellow

Can you clarify what you mean by “only you have to pay the AQIS in Australia” what type of payment is that and how much is that?

Please advise what kind of assurance should I have that I will receive my belongings safe and sound and the service is as agreed upon? This is a basis of every business that one portion of the payment shall be based on the agreed completion of the work. Assume I leave the country and the service will not be delivered as agreed etc. etc. How can I get hold of you?! I will not be in UAE to claim compensation and your partner will take no responsibility too.

Best regards,
Amin Jalili

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]

Sent: Monday, May 29, 2017 9:36 PM

To: 'Amin Jalili'

Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Mr. Amin,

Thanks for the below quick below.

The best I can give you for the 7 & 10 cbm as follow below.

7 CBM - AED 5,000/-

10 CBM - AED 6,250/-

Rest terms & condition remains same.

I give you the assurance regarding the packing of fridge & dishwasher.
Will be done professionally.

In terms of payment sir am sorry to say we can't do like this. All the payment will be done here as per our Terms since the given quoted price for the door to door services. only you have to pay the AQIS in Australia
To our agent in Australia.

I look forward to hearing from you soon.

Please feel free to contact us anytime for further clarification.

Thank you and Kind Regards,

Kishwar Sajjad

Lead - Import & Export



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From: Amin Jalili [<mailto:aminjalili@gmail.com>]
Sent: Monday, May 29, 2017 2:41 PM
To: 'Kishwar - Al Sabaa International Movers LLC'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Kishwar,

Thank you for your offer. Actually, I need some discount since I have better offer from another company. Though your company is more reputable and if you give me better offer, I prefer to work with you. Please bear in mind that my stuff are mainly clothing which I will wrap them ahead in your boxes. Your wrapping will be limited to few items such as my fridge and dishwasher.

Also, please confirm that the difference between 7CBM and 10CBM and possibly beyond that is 350AED per CBM.

Your payment term is not acceptable. I cannot pay 50% in advance and also I want to withhold an amount and give you a check from a UAE person for the time of delivery to make sure that everything is as per agreement and safe and sound.

Please include 2~3 weeks of free storage in UAE.

Please give me a good rate for insurance.

Please confirm that there will be no charge for handling of my side-by-side fridge in Australia.

Best regards,
Amin

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]
Sent: Sunday, May 28, 2017 5:13 PM
To: 'Amin Jalili'
Subject: RE: International Moving Quotation for Melbourne, Australia

Dear Amin,

Hope all is well !

Greeting from Al Saba International Movers LLC Proud member of IAM (International Associations of Movers) from USA.

Thank you for your interest in our services. We want to assure you that if you entrust us with your move.

We will fully commit our attention and expertise to your moving needs.

According to your inquiry and survey done, Please find attached our moving proposal to follow.

If you have any further questions, Please feel free to contact us anytime for further clarification.

We look forward to receive your valuable confirmation to proceed further.

Thank you and Kind Regards,

Kishwar Sajjad
Lead - Import & Export

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From: Amin Jalili [<mailto:aminjalili@gmail.com>]

Sent: Tuesday, May 23, 2017 5:41 PM

To: 'Kishwar - Al Sabaa International Movers LLC'

Subject: RE: International Moving Quotation for Adelaide

Dear Kishwar,

This 3.28 CMB is wrong and my stuff are more than that. Please make a survey to my house and provide me your quotation as per your inspection.

Best regards,
Amin Jalili
0509513054

From: Kishwar - Al Sabaa International Movers LLC [<mailto:opsdubai@sabamovers.com>]

Sent: Tuesday, May 23, 2017 3:50 PM

To: aminjalili@gmail.com

Subject: International Moving Quotation for Adelaide

Dear Amin,

Good Afternoon !

Greeting from Al Saba International Movers LLC Proud Member of IAM (International Association of Movers) from USA.

We are notified for your upcoming move to Adelaide, Australia. Following your description detail of the items the size of

Shipment is 3.28 CMB. We are not sure this would be the final size of the shipment while doing the packing it can be less or high.

I would suggest you to do the visit of your house where our survey will come & check the size of the shipment. Kindly advise

When can I schedule the survey for you which is free of cost. In a meanwhile we are giving you the price for the 3.28 cbm door to Door as attached quotation to follow.

I look forward to hear from you soon.

Please feel free to contact us anytime for further clarification.

Thank you and Kind Regards,

Kishwar Sajjad
Lead - Import & Export



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