

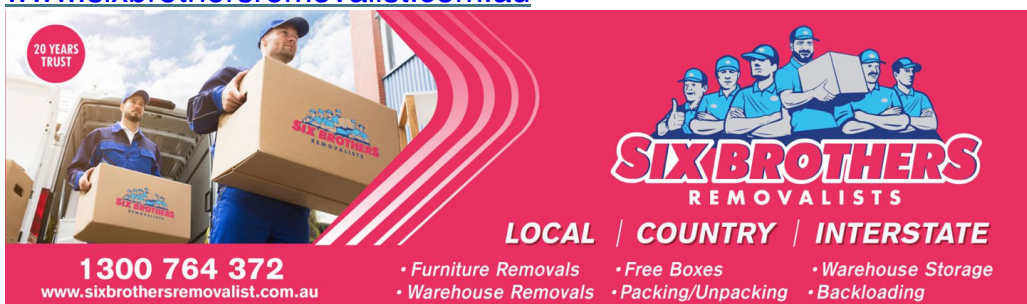
From: info@sixbrothersremovalist.com.au
Subject: RE: Six Brothers Removalist - Work Order #838024 - Issue with Damaged Sofa Leg
Date: 25 Jul 2025 at 10:16:17
To: Caroline Rocha Paulo carol20rp@hotmail.com

Hi Caroline,

If you're able to provide clear photos or video showing the good condition of your items before our team started the move, I can look into this further for you.

Kind Regards,

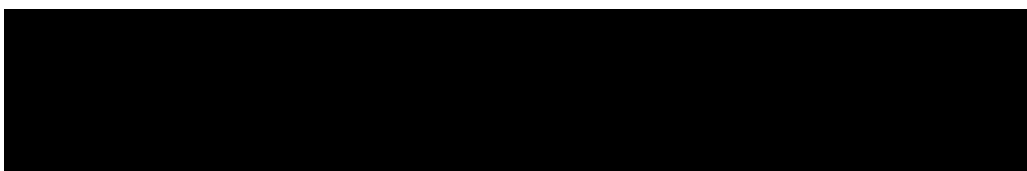
Kara | Six Brothers Team
T: (02) 9003 1370 | 1300 764 372
info@sixbrothersremovalist.com.au
www.sixbrothersremovalist.com.au



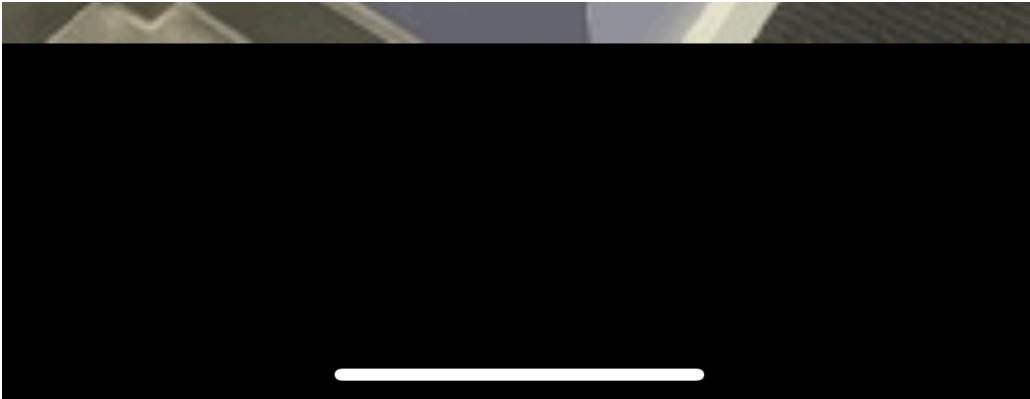
From: Caroline Rocha Paulo <carol20rp@hotmail.com>
Sent: Friday, 25 July 2025 10:09 AM
To: info@sixbrothersremovalist.com.au
Subject: Re: Six Brothers Removalist - Work Order #838024 - Issue with Damaged Sofa Leg

Thanks, but this pic with the legs was taken when my sofa was in the corridor, not inside my place, that means it could be taken after they try to get in on the lift, and the damage on the side was taken when it was in the lobby of my place, for prove something I think you should take a pic before they touch my furniture, I reorganise the floor. After a bit of moving my furniture they take pic.

That's the carpet of the corridor







I can take a pic of the floor of my old place to prove the pic was taken on the lobby.

Please let me know how we can address it.

Sent from my iPhone

On 25 Jul 2025, at 09:55, info@sixbrothersremovalist.com.au wrote:

Please see attached 4 photos.

Kind Regards,

Kara ISix Brothers Team

T: (02) 9003 1370 | 1300 764 372

info@sixbrothersremovalist.com.au<<mailto:info@sixbrothersremovalist.com.au>>

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From: info@sixbrothersremovalist.com.au
<info@sixbrothersremovalist.com.au>
Sent: Friday, 25 July 2025 9:40 AM
To: 'Caroline Rocha Paulo' <carol20rp@hotmail.com>
Subject: RE: Six Brothers Removalist - Work Order #838024 - Issue
with Damaged Sofa Leg

Hi Caroline,

Thank you for letting us know about the issues with your move. I'm really sorry to hear about the damage to your sofa legs and that your tallboy was left wrapped—this isn't the standard we aim for.

I've reviewed your photos and understand your concerns about how the sofa was handled. However, I've also attached photos taken by our removalist on the day, prior to moving your items, which show that some damage to the sofa legs was present before we commenced the service.

Regarding the tallboy, I apologise for the oversight. I'll be following up with our team to make sure this doesn't happen again.

Thank you for your feedback and time.
Kind Regards,
Kara | Six Brothers Team

T: (02) 9003 1370 | 1300 764 372

info@sixbrothersremovalist.com.au<<mailto:info@sixbrothersremovalist.com.au>>

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url=http%3A%2F%2Fclick.servicem8.com%2Ftrack%2Fclick%2F30948092%2Fwww.sixbrothersremovalist.com.au%3Fp%3DeyJzIjoiWnJlaFZXa0JrdzNhM2gtVWpFNEhzOUNyNkFVliwidil6MSwicCI6IntcInVcljozMdK0ODA5MixcInZcljoxLFwidXJsXCi6XCJodHRwOlxcXC9cXFWvd3d3LnNpeGJyb3RoZXJzcmVtb3ZhbGlzdC5jb20uYXVclixclmlkXCi6XCi0ZjBhMDkyM2NIMjc0NjA3YWJkMDcyY2U3MGM5NTYyY1wiLFwidXJsX2lkci1wiOltcljcwZWl4ZDg5NDA1MjBmNTUxNDYwNTIjYjkyNGM1ZmRiNDg1Nzc1YTFcll19ln0&data=05%7C02%7C%7Ce3b94f1e956a42b1574108ddcb0d717d%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638889981088532130%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoitWFPbCI6IlIdUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=BcfTRB1hKD2j11hJC78B%2F9YN6NT6z17FCzhugyxOU4%3D&reserved=0>
[cid:image001.jpg@01DBFD48.14B0B800]

From: Caroline Rocha Paulo

<carol20rp@hotmail.com<<mailto:carol20rp@hotmail.com>>>

Sent: Friday, 25 July 2025 9:31 AM

To:

info@sixbrothersremovalist.com.au<<mailto:info@sixbrothersremovalist.com.au>>

Subject: Re: Six Brothers Removalist - Work Order #838024 - Issue with Damaged Sofa Leg

On 24 Jul 2025, at 21:34, Caroline Rocha Paulo

<carol20rp@hotmail.com<<mailto:carol20rp@hotmail.com>>> wrote:

Hi there,

I hope this message finds you well.

I noticed today that two of the legs of my sofa is damaged, as shown in the attached pictures. It seems that during the attempt to place the sofa on the lift, they realized it wouldn't fit and removed it without taking adequate care.

I would like to address this issue, as the damage is concerning. Additionally, there are other aspects I'm not pleased with; for instance, they forgot to unwrap my tallboy. While it may seem minor, it reflects a lack of attention to detail.

I would appreciate guidance on how the damage can be resolved.

Thank you for your attention to this matter.

Best regards,
Caroline Rocha Paulo

[\[cid:image002.jpg@01DBFD48.14B0B800\]](#)

[\[cid:image003.jpg@01DBFD48.14B0B800\]](#)

[\[cid:image004.jpg@01DBFD48.14B0B800\]](#)

[\[cid:image005.jpg@01DBFD48.14B0B800\]](#)

[\[cid:image006.jpg@01DBFD48.14B0B800\]](#)

Sent from my iPhone

On 11 Jul 2025, at 17:30, Six Brothers Removalists <messaging-service@post.servicem8.com<messaging-service@post.servicem8.com>> wrote:

Dear Caroline,

Thank you for booking your move with Six Brothers Removalists.

Please find a copy of your Six Brothers Removalists Work Order regarding Job #838024 attached.

PLEASE ENSURE THE ATTACHED WORK ORDER IS TRUE & ACCURATE. Additional Charges May Apply. If there is any additional information you would like to supply, please reply to this email, or contact our office on (02) 9003 1370.

Please read through your Work Order confirming date, time, size of truck, rate, addresses, contact details etc. Also look at our check list and listen to the Terms & Conditions<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sixbrothersremovalist.com.au%2Fterms-conditions&data=05%7C02%7C%7Ce1c4d82952a6423c1e2808ddc04c6c1b%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638878158528482066%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIlwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoitWTFpbCIsIlIdUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=gfeAmzPG5cnoY9AZOWG9uu7mJr4Tu45nlbxFS96Odec%3D&reserved=0><<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sixbrothersremovalist.com.au%2Fterms-conditions&data=05%7C02%7C%7Ce3b94f1e956a42b1574108ddcb0d717d%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638889981088550344%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIlwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoitWTFpbCIsIlIdUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=yHhPvPFasvz0%2BxoW5Pfa7BdPHp4YM7rQdz3M3rNTXD4%3D&reserved=0>>>

If you have any queries or are unable to open the work order, please contact us on (02) 9003 1370.

IF YOU WOULD LIKE COMPREHENSIVE PACKING & HANDLING INSURANCE PLEASE CLICK RECIEVE A QUOTE: RECIEVE A

QUOTE<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.removalsinsurance.com.au%2Fcarts%2Fremoval_quote_form.cfm%3Fpreferredid%3D249797&data=05%7C02%7C%7Ce1c4d82952a6423c1e2808ddc04c6c1b%7C84df9e7fe9f640afb435aaaaaaaaaaaaa%7C1%7C0%7C638878158528503440%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMlslkFOljoitWFlpbCIsIldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=nPtrIIP4S026O2eVxbTA3%2Bpv0ncuvZd6b9Wwg5qKWpY%3D&reserved=0<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.removalsinsurance.com.au%2Fcarts%2Fremoval_quote_form.cfm%3Fpreferredid%3D249797&data=05%7C02%7C%7Ce3b94f1e956a42b1574108ddcb0d717d%7C84df9e7fe9f640afb435aaaaaaaaaaaaa%7C1%7C0%7C638889981088565609%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMlslkFOljoitWFlpbCIsIldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=aFNy3z1xWDuqgphTcIU7vI2Z1X1hmcd0EcHQ7pPI9Fc%3D&reserved=0>>

You may advise us that you confirm all details in the Work Order (attached) are correct and you agree with and accept the Terms & Conditions (attached) by:

- a) replying to this email, advising us you “AGREE”; or
- b) continuing to instruct us on your move. Upon acceptance you agree to pay for our services in accordance to the Work Order (attached) and the Terms & Conditions (attached).

Kind Regards,

Kara Six Brothers Team

T: (02) 9003 1370

Email:

info@sixbrothersremovalist.com.au<<mailto:info@sixbrothersremov>

alist.com.au<<mailto:info@sixbrothersremovalist.com.au>%3cmailto:i
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