

*Kind Regards*  
*Elaine Murphy*

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**DUBLIN – CORK – LIMERICK – GALWAY – BELFAST**

*Kind Regards*  
*Elaine Murphy*

**From:** Elaine Murphy <[emurphy@careline.ie](mailto:emurphy@careline.ie)>  
**Sent:** Monday, April 30, 2018 6:46 AM  
**To:** Robert Lonek <[bob@sclusa.com](mailto:bob@sclusa.com)>  
**Cc:** [nfincher@stewartms.com](mailto:nfincher@stewartms.com); [scordeiro@stewartms.com](mailto:scordeiro@stewartms.com); Martyn Cohen <[mc@sclusa.com](mailto:mc@sclusa.com)>; Greg Holt <[GHolt@pacglobalins.com](mailto:GHolt@pacglobalins.com)>  
**Subject:** RE: Claim 200982 - Celine Collins NYC0059624

Dear Robert,

Here is report again:

Report from Delivery Carline Crew:

Apologies for delay in responding to your request for a report on recent inbound shipment from USA to Callan, Co.Kilkenny in respect of Mr & Mrs Collins, job ref :119954/6 via Schumacher Cargo Logistics delivered by Careline on Thursday 19/04/2018 @9.00a.m approx.

Firstly when the Careline crew arrived to unload the above container at the clients residence the container had already arrived at approx 8.30 a.m. and the driver had broken the seal on the container with the customers consent and had the container doors open and had informed the client that they the customer had to unload the container themselves and that there was a three hour window to do same. Obviously the client was shocked to hear this and reliably informed the haulier driver that Careline were due at 9.00 to carry out full destination services.

Prior notification was given to me that the client had concerns about origin services before Careline commenced delivery at residence.

As soon as unloading commenced we quickly realised that all items on the container were not physically numbered and descriptions written on packing/cartons were either illegible or on occasion non existent. This proved difficult in checking off items as per the inventory. In addition we discovered water damage to both cartons and packing materials used as detailed by client on inventory and substantiated by several photos taken of water damage to effects namely clothes/ furniture/ papers and files.

A large quantity of both men's and women's clothing were damaged/ruined as a result of water ingress due to a hole in the roof of the container and the overall condition of the container was poor to say the least. Coupled with this many cartons were half packed and in my estimation, loaded incorrectly and this had an adverse effect on cartons which appeared crushed and damaged.

To conclude the client Mr & Mrs Collins were truly upset and disappointed with the level of service received at origin and I hasten to add that they were very complimentary of the Careline crew as we endeavoured to provide a premium quality service from the outset.

**Paul Mooney**

**Please note we completed delivery to residence as per instructions from customer**