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## Review of Shipping Companies - Relocation to India

Dear Fellow Indians,

This is in continuation of my earlier message where I am recounting my personal experience about moving to India. BTW, the application that supports this forum **\*\*sucks\*\***, I have been trying for a while today to post this message as a response to my earlier posting. Unfortunately, the archive feature keeps bringing back empty pages. So if you want to review what I prior experiences about retaining a moving company are, well, good luck, trying to retrieve it from the February 2003 archive. Hopefully SIFY will fix the software that supports this forum some day.

In any case, here is where I had left off last time.

After soliciting quotes from three companies that advertise all the time on this board, I chose to go with Worldwide Shipping primarily for the customer service they had provided. I was very happy with the response from Mr. Kumar from WW4S and his quote was in the 10% range of the other two companies.

My house was scheduled to be packed and loaded on March 3rd and March 4th. Here is what transpired.

A crew of 6 people arrived promptly and did all the packing on Monday March 3rd. They stayed back late (they left at 7:00 pm on Monday) and were back at 8:10 am on Tuesday to continue packing. A ~2600 CU FT container showed up at my house at 2:00 pm on Tuesday afternoon. The packing was all done by 3:00 pm and the crew started loading it all soon after. They were done by 7:30 pm, we did the paperwork and they were gone by 8:15 pm last night.

Here are my observations.

1. Quality of Packing: I have moved twice within the US in the past 10 years and have used the national carriers to help me move. I can safely say that the quality of packing that the crew from WW4S did this time was a notch above what I had seen before. Granted, the other two moves were within the US and perhaps my stuff did not need to be packed as thoroughly. I was pleasantly surprised at how much care these folk took. As an example, they shrink wrap the sofa first and then buttress the corners with multiple bubble wrap. Then they cover the whole thing with corrugated card board and then shrink wrap it again. By the time they are done, there are 4 layers of packing on the item. Unless someone intentionally hits it with something, I am quite sure it will survive the long trip by ocean. I will be back once I get it all in India to let you know if it all came back in one piece. My advise is it is better to have them pack the stuff than do it ourselves. It is worth a lot more in the long run.

2. Professionalism of the crew: I found the crew to be very professional and hard working. Perhaps that is the difference between a crew that is employed by the shipper as compared to someone who is hired on a contract basis. These guys were very good. They knew what they were doing and acted professionally all the way. They showed up on time, stayed up late to finish the job and were courteous toward my family. Moreover, they stayed back and helped clean up the place (of the mess from the cardboard boxes, shrinkwrap, bubblewrap etc) after they loaded the container. I can't say enough good things about the crew.

3. Handling exceptions: I had a contract for 1500 sq. ft of space in the container based upon my conversations with Mr. Kumar. If you remember from my earlier

posting, WW4S did not do an inventory for me to generate a quote. Air7Seas had sent a local packer to inventory my stuff and they generated a quote based on his assessment. WW4S asked me a series of questions and they had generated a quote based on my responses. Well, it turns out that by the time they were done loading all my stuff, it came up to more than 1500 sq. ft. The reason I know this is because the container said it was about ~2600 sq. ft and about three quarters of it was full by the time they loaded all my stuff. I called Mr. Kumar on the phone and explained to him what had happened. He said that once the container got to his warehouse, he would inspect it and let me know how much over 1500 sq. ft was my stuff. Based upon that, he would adjust (increase) the total bill accordingly. I thought that this was a professional way of handling the situation. He could have argued with me on the phone and bickered about how much over it was, instead, he calmly said, let me figure out how much more stuff you have and we can deal with it accordingly. I was impressed by that.

4. Payments: I had made an initial payment of \$500 as a deposit in early February. After loading all my stuff yesterday, I gave them another check (as agreed in the contract) for majority of the packing and shipping costs. All that remains now are the overage as mentioned above that we have to calculate and the destination charges. Mr. Kumar and I agreed that I would pay them at the time they deliver my stuff in India.

Overall, I am very happy with the service WW4S has provided thus far. Right from the beginning when they generated a quote for me, all the way to scheduling the packing and loading date and then making it happen, they have been very good, professional, courteous and responsive. I am happy with the service they have provided thus far. I am glad I choose WW4S.

I am told that it takes between 45 and 60 days to get my stuff to India. I have to send WW4S a copy of my assessment of stuff for insurance, which I intend to do in the next couple of days. I have purchased insurance worth \$10K with a \$250 deductible. I was told to update the bill of lading (the official copy of how many and what was loaded) with assessment of what my stuff costs and send it to WW4s in the next couple of days and I intend to.

I hope things transpire with the same ease on the other end when stuff arrives in India. I am told of horror stories about how customs handles large moves. I am keeping my fingers crossed, I have all the documentation. Lets see how it goes.

I will be back toward mid-May to recount my experience about getting my stuff delivered, cleared of customs and having it delivered to my house. Stay tuned.

Dinesh