

Sent: Friday, January 21, 2005 2:51 AM

Subject: A word of thanks for the professional work

Dear Anand, Ganesh, Shiva Kumar, Ramesh and others

We are very much pleased to write to you that we received our shipped house hold articles from New Jersey in a very good condition. The shipment has arrived in a perfect condition. The packing and loading crew in New Jersey had done a very good job. The things were packed with a great skill. The container was loaded with a good planning, saving space and avoiding movement inside the container. Even the part shipment which came in a palette arrived in an excellent condition. The members at ICD (International Container Depot) were very helpful in Custom clearance. But the recent Karnataka state government imposed "Entry Tax" is a nuisance and is levied on the used items which makes no sense. In some situations it goes up to 40% of the declared value (ex. Furniture). One may not pay any Central custom tax and pay a heavy entry tax. We have no broken or damaged items to claim. The shipment was delivered to our home and placed inside the house the way wanted them to be. The delivery people are also very well experienced and good. The job was very well done. We are very pleased. We will recommend the world wide shipping and air to our friends and relatives abroad without second thoughts.

Our heart felt thanks to one and all in the shipping company who helped us in our relocation from New Jersey to Bangalore very smooth and pain less.

Pankaja & Satya Narayana