

Subject: RE: SOP Order Acknowledgement

From: Anto Stopps <anto@stalok.com>

Date: Wed, 16 Dec 2015 14:53:31 +0000

To: Design 4 Sea <design4sea@gmail.com>, Emma Peck <emma@stalok.com>

CC: Ash Gothard <ash@stalok.com>, Maite San Miguel <maitedesign4sea@gmail.com>

Dear Eric,

I have just seen your email and find it hard to see blame with Stalok

1. Organisation of payment your end caused the delay! Why you chose this method only you know. Card payment would have been instant.
2. You chose DHL as your preferential courier, we recommend FEDEX as sending thousands of consignments has proven them most reliable.
3. I am indeed a sea person with 30 years experience and substantial logged sea miles and PLANNED trips! Maybe allowing a little more time or planning repairs more thoroughly next time should be advised.
4. I find your manner rude and inability to grasp basic facts ridiculous, we are both capable of informing fellow sailors of the facts however I wish you the best of Luck and fair winds!

Anto Stopps

Marine Sales Manager

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*We will be closed at 2pm on Friday 18 December
Please forward your orders and enquiries by
12pm on that day.*

Merry Christmas

Sta-Lok Terminals Ltd

The Forge, Mistley Heath

Manningtree

Essex CO11 2QH

England

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From: Design 4 Sea [mailto:design4sea@gmail.com]

Sent: 16 December 2015 14:38

To: Emma Peck

Cc: Ash Gothard; Maite San Miguel

Subject: Re: SOP Order Acknowledgement

Thanks. When tracked, the shipment is not before 17, tomorrow.

According to your order acknowledgement, it was promised for today and according to the terms of said document, you should have noticed us in case of any delay.

Add the four (4) undue days between our order and the delivery, because payment was not effective (according to you), whereas we are a registered customer and a company which prides itself of paying its providers on time.

If you were a sea person, you would know about local weather in Tierra de Fuego, and how important a few lost days can be. In this case, there will be heavy consequences for the rest of our trip and for our compromises in January 2016.

In a former email I thanked you for your responsiveness. Indeed, I meant responsiveness in billing, NOT in providing service. I wonder how Sta- Lok dares to advertise "responsiveness" on its web site.

Be sure that as soon as possible all this will be on the web, for my fellows sailors to choose their brand of swageless fittings in an informed manner.

Feel free to notify your director about this case.

No regards

Eric Fimbel Ph.D.

Design and Engineering

San Miguel - Design 4 Sea EIRL

On Wed, Dec 16, 2015 at 11:36 AM, Emma Peck <emma@stalok.com> wrote:

Dear Eric

Tracking number is 93 4858 3591

Kind Regards Emma

From: Design 4 Sea [mailto:design4sea@gmail.com]

Sent: 16 December 2015 11:30

To: Emma Peck <emma@stalok.com>

Cc: Maite San Miguel <maitedesign4sea@gmail.com>

Subject: Re: SOP Order Acknowledgement

delivery promised for today according to attached document.

tracking number, please

EF

On Fri, Dec 11, 2015 at 10:41 AM, Emma Peck <emma@stalok.com> wrote:

Thank you for your order

Please find attached your order acknowledgement which details our expected delivery date. Although the vast majority of our orders are delivered on time we will contact you if there is any change

Please check your order acknowledgement, any queries should be brought to our attention immediately

Once again, thank you for your order

Kind Regards

Sta-Lok Terminals Ltd

T: [+44\(0\)1206 390774](tel:+44(0)1206390774) F: [+44\(0\)1206 395286](tel:+44(0)1206395286)





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