

Subject: Re: SOP Order Acknowledgement

From: Design 4 Sea <design4sea@gmail.com>

Date: Wed, 16 Dec 2015 14:38:22 +0000

To: Emma Peck <emma@stalok.com>

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

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)





Sta-Lok Terminals Ltd
The Forge, Mistley Heath
Manningtree
Essex CO11 2QH
England

Disclaimer: This email and its attachments may be confidential and are intended solely for the use of the individual to whom it is addressed. Any views or opinions express are solely those of the author and do not necessarily represent those of Sta-Lok. If you are not the intended recipient of this email and its attachments, you must take no action based upon them, nor must you copy or show them to anyone. Please contact the sender if you believe you have received this email in error.