

Your name: John Billy

Your address

Phone number

Date

The name of the moving company

Address of the company

Phone number of the company

D.O.T of the company (if applicable)

MC number of the company (if applicable)

Bill of lading No

Original destination (shipment destination)

Delivery destination (final destination)

Re: Poor Service Deliver By (Name Of The Company), Damaged And Lost Items

I am writing to express my dissatisfaction with the quality of service I received from your company. I would like to inform you that some of my valuable items were lost as they were being moved by your company. The items that were not lost were damaged and broken rendering them useless.

On 20th of March 2014, I requested for quotes from your company and I was given immediate response. Satisfied with your quotation, I requested your company to send a representative to my house so that an inventory sheet as well as the last binding estimate will be prepared. I was fully satisfied with the experience and professionalism of the person that came.

Things seemed to be working fine and I was expecting to get quality [Croydon removals](#) service. With this high expectation, I handed over my valuable properties to the care of your company. Your movers arrived on time on the stipulated date, March, 24 2014. [Loading van](#) was completed within few hours and they set out on the same day.

The items were delivered on time to the right destination. But I was shocked that some of my valuable items were missing. I could not find the box containing my academic certificates and other important documents containing sensitive data relating to my business. Another box that contained expensive devices including my laptop, TV set, home theatre and sound system was not there also. There were other items that were broken. My large bathroom mirror, bedroom lamp and kitchen grinder were greatly damaged.

Taking into consideration the cost of damaged and missed items, I would like your company to pay me a total sum of 5,000 GBP in compensation for the lost and damaged items on or before 30th April 2014. I will take a legal action against your company if the payment is not made on or before the stipulated date.

Sincerely,

Signature

John Billy