

I engaged Relomove Logistics Pte Ltd on 8 September 2022 for the storage and relocation of my household belongings to the United Kingdom.

The total price quoted was \$19000. Refer to the tax invoice attached herein. On the tax invoice it can be seen that 2 months of free storage was offered to me for engaging the services of Relomove.

However, on 7 August 2023, Jason Lim of Relomove on his email informed me that the 2 months free storage was no longer relevant. I have quoted below the reason given by Jason Lim:

"The 2 months free storage is only valid if you are proceeding with the original quotation sign-ed of relocating to the UK. Given that you are planning to cancel or have a change of destination, the free storage in the original quotation is not valid."

Attached herein is the 7 August 2023 email from Jason Lim.

I found this response of Relomove to be inappropriate and illogical since for the whole of 2023, I hadn't informed Relomove of any change in my shipping destination.

From the beginning of 2023, I had repeatedly asked Relomove for the terms and conditions should I wish to cancel my shipment with them. After numerous requests, Jason Lim emailed me on 9 May 2023 with his response:

"Kindly advise your final decision whether if you are proceeding with your shipment.

Only with your final decision could we advise on the refund or cost of shipping."

On 12 May 2023, Jason Lim emailed me with this information:

"Based on our policy, 50% deposit is non-refundable.

If you wish to cancel this shipment, the storage charges will be deducted from the balance 50% along with any additional cost incurred for local delivery or disposal."

I had not seen such a termination clause from Relomove before and when I asked Jason to provide me with documentary support, he didn't respond to my request. The email from Jason Lim is attached herein.

On 1 August 2023, I received the following email message from Jason Lim:

"Please find the below cost incurred till date,

Volume: 1050 cuff

Packing and Materials = \$6000 Transportation = \$550

Warehouse handling (One-time) = $\$0.5 \times 1050 = \525

Storage Charge (Monthly) [$\$0.8/\text{cuff}$]

October 22 to March 23 = 6 months

$\$0.8 \times 1050 \times 6 = \5040

Storage Charge (Monthly) [$\$1.2/\text{cuff}$]

April 23 to August 23 = 5 months

$\$1.2 \times 1050 \times 5 = \6300

Total Incurred = \$18,415

Paid = \$19,000

Balance = \$585

Please note that if we wish to continue storage extending after August 2023, the monthly storage will be at \$1,260 per month.

We reserve the right to dispose your items after August if we fail to receive the monthly storage payment. "

The email from Jason Lim is attached herein.

There are a number of anomalies on the above email message that I simply cannot agree with.

The volume quoted of 1050 cuff was incorrect. I was originally quoted 1000 cuff for my shipment and had been paying monthly storage cost based on 1000 cuff. Refer to the email message from Amir of Relomove attached herein.

As for the October 2022 to March 2023 storage charge calculation, it had excluded the first 2 months of free storage which was supposed to commence on October 2022.

The next point of contention I have is with the Packing & Materials cost of \$6000. I found the cost to be extremely high. I had used SwiftMovers a few times before for my house moving within Singapore and the average cost I had paid for each move was about \$3500.

Furthermore, I personally witnessed the packing carried out at my house by Relomove workers and the materials used. For example, cardboards were used to wrap around my furniture for protection. The same approach was used for my daughter's piano. Why should the use of cardboards push up

the cost to \$6000? I asked Jason Lim for clarification about the cost but I didn't get any response from him.

In view of the poor services I was getting and the lack of transparency from Relomove, I decided and went ahead to appoint G&T International Freight for the handling of my household packages on 21 August 2023. On 31 August 2023, G&T proceeded to collect my household packages from the Relomove warehouse located at 625 Lorong 4 Toa Payoh, Singapore 319519.

During the collection, G&T's transporter discovered that quite a number of the boxes were damaged as well as mishandled. The workers took pictures of the damaged boxes and sent them through to Daniel Wong of G&T who then forwarded the pictures to me through WhatsApp as well as by email.

From the pictures, my packages were not shrink-wrapped in the almost one year of storage with Relomove, and by the conditions of the damaged boxes, they were exposed to rain which clearly Relomove did not do anything about.

When I saw the conditions of my damaged boxes from the pictures, I was extremely appalled and flabbergasted that a company could conduct their business in such a manner even though I as the customer had been paying them the monthly storage fee diligently from the 100% down payment made to Relomove on 6 October 2022.

As my family and I are now living in the Netherlands, there is no avenue for us to accurately assess the damages sustained by our belongings caused by the negligence of Relomove. The higher value items are my daughter's piano, marble dining table, pictures, crystal showcase objects, electronic appliances, formal wears and jackets, etc. I would like to make a claim of \$80,000.00 to recover from the high likelihood of damages as well as theft to my family's properties due to the negligence and carelessness of Relomove. In addition, I would also like to claim for a full refund of the \$19,000.00 payment paid to Relomove for their failure to deliver on their responsibilities of caring and safeguarding the properties of their client.

Thank you.

Yours Sincerely,
Brandon Koh Wei Ming
Mobile No.: +31 645 001 774
Email: brandon.koh@proton.me
Nationality: Singaporean
Country of Residence: Netherlands