

SENDER:

Lion City Boutique

Agissant par mandat de : Recours E-commerce

RECIPIENT:

Service Litiges NinjaVan

Fait le 26/01/2026

SUBJECT: FORMAL NOTICE FOR NON-PAYMENT OF COMPENSATION

Claim Ref: CLM-SG-888

Tracking Ref: NV554433

Madame, Monsieur,

We are writing following our claim regarding the referenced dispute. (Type : Damaged Goods) - Claim Ref: CLM-SG-888 pour un montant de 150,00 €.

Under the Carriage of Goods by Sea Act or the common law of bailment as applicable in Singapore, the carrier owes a duty of care to ensure the safe arrival of goods.

We hereby give you FORMAL NOTICE to settle this claim within 8 days. (150,00 €)

Failing that, we will escalate this matter to the relevant Ombudsman.

Cordialement / Regards,

FOR AND ON BEHALF OF: THE AUTOMATED CLAIMS AGENT