



By Appointment to
Her Majesty Queen Elizabeth II
Express Parcel Carrier
DHL Express (UK) Limited
Middlesex

7th June 2013



Dear Mr

Airwaybill Number: 814

I am writing further to our recent telephone conversation in reference to the shipment you sent on 21st June to Germany under the above shipment number.

Firstly, I would like to extend my sincere regret on behalf of DHL for the difficulties experienced in connection with your consignment. Unfortunately, despite extensive searches being carried out we have been unable to ascertain the whereabouts of the shipment. Consequently, I regret that we have had no option but to declare this consignment lost in transit.

I acknowledge that the shipment was entrusted to us in the belief that it would be delivered without incident, and would like to reassure you that incidents of this nature do little to reflect our normal standard of service.

In closing, I would like to reiterate my apologies to you and should you require any further assistance please do not hesitate to call Customer Services on 0844 248 0844.

Yours
Sigourni


Customer Service Senior Agent
Backline Tracing
Customer Service Department

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