

VIP Automotive Solutions
POBox19, Pascoe Vale
South Victoria 3044

05/02/07

Dear Spiro,

Re; Transportation of 1978 XC Coupe [Red] from NSW to Perth, WA.

Thank you for getting back to me about the damage done in transit to my vehicle, namely that both rear tyres were damaged beyond repair, on the way from NSW to VIP's Perth Depot. The tyres were Goodrich 265/50/14 TA Radials.

I appreciate your offer to reimburse me \$300 towards the cost of replacing the tyres; however the replacement cost to me is going to be, according to my best quote, \$279.70 per tyre or a total of \$559.40.

This quote was given to me by Bob Jane Tyres in Perth Ph no 08 9328 1833. That was the cheapest I could get and even then they are not sure if they are available.

Your offer is therefore going to leave me out of pocket and I have no option but to request that I be reimbursed this full amount by VIP Automotive Solutions.

I have received advice on your suggestion that I follow up on my complaint with TNT, however it has been indicated to me that it is VIP's job to cover my damages and then, if necessary, VIP be reimbursed by TNT.

I went to considerable trouble to find someone I thought I could trust to get my Coupe from NSW to Perth without damage, even to the point of paying extra to have the Car bought over with VIP's fully enclosed container service.

I also included [email] photos of my Coupe with the initial quote request(s) and only after a number of emails did I feel confident that I had picked the right people to do the job. The Insurance cover that VIP offered was also an important point in my making the decision.

I was very happy in the way that Raelene looked after me, and in the way that I was continually updated on my Coups progress. The damage therefore came as a bit of a shock but I trust that VIP will do the correct thing.

Sincerely
John Dwyer
c/o Quadriplegic Centre
10 Selby Street
Shenton Park 6008
Perth
Western Australia