


From: seaworks seaworks@abcdiving.com 
Subject: Fwd: Lift bag repair kit
Date: October 30, 2016 at 13:02
To: Nadine Reynolds nadine@subsolve.com
Cc: Richard Fryburg richard@subsolve.com

S

Nadine,

SUBSALVE USA advertises:

- " *Compliance and Warranty – All carry a **one-year warranty**. Don't put your projects or your people at risk – insist on SUBSALVE USA for high quality.*"
- " *Quality – Our products, including all components, are proudly made in the USA by skilled craftsmen. **Every SUBSALVE product is tested prior to shipping** to ensure reliable performance. You can work with our solutions with confidence!*"
- " *Ready for immediate use—factory-equipped with all necessary hardware.*"

Without reply to my previous e-mail, I would be pleased, after all the inconveniences and damages I experienced with your company, to know clearly your intentions about:

- The **3 missing EFB-6000 Enclosed Flotation Bags**;
- EFB-6000 inflation **valve reduction 3/4-1/4 over tight and broken**;
- **PF-2000 Fabric damaged** along 1 meter on the top;
- The Commercial lift bags not "*factory-equipped with all necessary hardware*" (no shackle);
- Inflat-A-Tank delivered without any filling valve;
- The roller missing inside the Repair Kit.

FYI and according to my e-mail dated October 27, 2016 at 07:21:59 GMT+11, nobody from SEAWORKS will be staying in New Caledonia after my departure on next November 2, 2016.

All shipment will have to be addressed to Vanuatu (unfortunately with still additional costs for me).

Regards,

Naoko OGAWA.

SEAWORKS Vanuatu (Subsidiary of ABC Diving Ltd)
P.O. Box 3242 Port-Vila
Vanuatu
Ph: (678) 7100230
<http://abcdiving.com>
seaworks@abcdiving.com

Begin forwarded message:

From: seaworks <seaworks@abcdiving.com>
Subject: Re: Lift bag repair kit
Date: October 29, 2016 at 05:41:07 GMT+11
To: Nadine Reynolds <nadine@subsolve.com>
Cc: Richard Fryburg <richard@subsolve.com>

The weight of the parcel under this tracking number is 2.00 lbs.
Please, what is the detail of the content? (I suppose the repair kit). What about the missing bags?

Regards,

Naoko OGAWA

SEAWORKS Vanuatu (Subsidiary of ABC Diving Ltd)
P.O. Box 3242 Port-Vila
Vanuatu
Ph: (678) 7100230
<http://abcdiving.com>
seaworks@abcdiving.com

Begin forwarded message:

From: "Nadine Reynolds" <nadine@subsolve.com>
Subject: RE: Lift bag repair kit
Date: October 24, 2016 at 23:52:54 GMT+11
To: "'seaworks'" <seaworks@abcdiving.com>
Cc: "'Richard Fryburg'" <richard@subsolve.com>

Dear Mrs. Naoko,

I am sorry. We will send all of the missing product and items by air freight on Wednesday.

Best regards,

Nadine Reynolds

Administrative Manager

Phone: (401) 884-8801, ext. 101

Fax: (401) 884-8868

Email: nadine@subsvalve.com

Website: www.subsvalve.com

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UNDERWATER LIFT BAGS

ENGINEERED FROM THE BOTTOM UP!
P.O. BOX 2030, NORTH KINGSTOWN, RHODE ISLAND 02852 USA

Begin forwarded message:

From: seaworks <seaworks@abcdiving.com>

Subject: Re: Lift bag repair kit

Date: October 25, 2016 at 04:42:51 GMT+11

To: Nadine Reynolds <nadine@subsvalve.com>

Cc: Richard Fryburg <richard@subsvalve.com>

Hello Nadine,

Customs broker and importation taxes had been paid on the amount of the invoice #220964; I also paid for the delivery from the airport to Noumea.

So please:

- For customs, could you attache to the parcel an invoice "*value \$0.00. Missing product and items to previous shipment AWB 057-4572 3241 AF 4021 date 20161810, invoice #220964*"?
- Could you arrange a DAP shipment? – cargo agent in Noumea (DHL Danzas) will arrange New Caledonia Customs clearance and delivery – to the following address: Naoko OGAWA, C/SOCALMO 8 Bis, rue des Freres Terrasson, Numbo Noumea New Caledonia; contact: ph 917680.

Regards,

Mrs Naoko OGAWA

SEAWORKS Vanuatu (Subsidiary of ABC Diving Ltd)

P.O. Box 3242 Port-Vila

Vanuatu

Ph: (678) 7100230

<http://abcdiving.com>

seaworks@abcdiving.com

On Oct 24, 2016, at 23:52, Nadine Reynolds <nadine@subsvalve.com> wrote:

Dear Mrs. Naoko,

I am sorry. We will send all of the missing product and items by air freight on Wednesday.

Best regards,

Nadine Reynolds

Administrative Manager

Phone: (401) 884-8801, ext. 101

Fax: (401) 884-8868

Email: nadine@subsvalve.com

Website: www.subsvalve.com

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<image003.jpg>

From: seaworks [<mailto:seaworks@abcdiving.com>]

Sent: Friday, October 21, 2016 8:25 PM

To: Nadine Reynolds <nadine@subsalve.com>

Cc: Richard Fryburg <richard@subsalve.com>

Subject: Lift bag repair kit

Nadine,

We already had everything to repair bags (patches, solvent, adhesive, etc.); the only thing we were interested with was the roller, reason of the choice in a small repair kit.

The **roller is missing** inside the kit.

Please, could you advise?

Regards,

Mrs Naoko OGAWA

SEAWORKS Vanuatu (Subsidiary of ABC Diving Ltd)

P.O. Box 3242 Port-Vila

Vanuatu

Ph: (678) 7100230

<http://abcdiving.com>

seaworks@abcdiving.com

Begin forwarded message:

From: seaworks <seaworks@abcdiving.com>

Subject: Bags inspection on delivery

Date: October 22, 2016 at 08:25:08 GMT+11

To: Nadine Reynolds <nadine@subsalve.com>

Cc: Richard Fryburg <richard@subsalve.com>

Nadine,

Please, could you advise about the following:

1. EFB-6000 inflation valve reduction 3/4-1/4 over tight and broken
2. PF-2000 Fabric damaged along 1 meter on the top
3. Inflat-A-Tank delivered without any filling valve.

Photos below.

Regards,

Mrs Naoko OGAWA

SEAWORKS Vanuatu (Subsidiary of ABC Diving Ltd)

P.O. Box 3242 Port-Vila

Vanuatu

Ph: (678) 7100230

<http://abcdiving.com>

seaworks@abcdiving.com

Begin forwarded message:

Begin forwarded message:

From: "Nadine Reynolds" <nadine@subsolve.com>
Subject: RE: Reimbursement: Last formal request
Date: October 22, 2016 at 07:26:42 GMT+11
To: "'seaworks'" <seaworks@abcdiving.com>
Cc: "'Richard Fryburg'" <richard@subsolve.com>

I am very sorry Mrs. Naoko. I have pulled the paperwork for your order and will have Richard review it when he returns to the office on Monday. We will advise after he has reviewed it.

Best regards,

Nadine Reynolds
Administrative Manager
Phone: (401) 884-8801, ext. 101
Fax: (401) 884-8868
Email: nadine@subsolve.com
Website: www.subsolve.com

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UNDERWATER LIFT BAGS
ENGINEERED FROM THE BOTTOM UP!
P.O. BOX 2030, NORTH KINGSTOWN, RHODE ISLAND 02852 USA

From: seaworks [<mailto:seaworks@abcdiving.com>]
Sent: Friday, October 21, 2016 3:14 PM
To: Nadine Reynolds <nadine@subsolve.com>
Cc: Richard Fryburg <richard@subsolve.com>
Subject: Re: Reimbursement: Last formal request

Nadine,

I ordered and paid for 8 (eight) EFB-6000 Enclosed Flotation Bag according to your invoice #220964 dated 5/16/2016; but there are only 5 (five) inside the parcel received this day in Noumea.

Please, could you advise for the **3 missing bags?**

Regards,

Mrs Naoko OGAWA.

SEAWORKS Vanuatu (Subsidiary of ABC Diving Ltd)
P.O. Box 3242 Port-Vila
Vanuatu
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seaworks@abcdiving.com

