

A: Hello, Claire. How are you?

B: Fine, thanks, David. It's been a busy week, but a good one. We're very happy with the new shipper that we hired last month.

A: That's good to hear. What are they called?

B: Safe Hands Shipping.

A: Ah, yes. That's it. What's so good about them?

B: Well, for one thing, they're offering the best rates at the moment. No one can compete with them on price.

A: Did you manage to negotiate a discount with them?

B: Yes, I did. They're giving us a 12% discount on shipping orders to Europe. We only paid £1,600 for our shipment to Valencia last week. And when there was a problem at customs with the paperwork, they sorted it out free of charge.

A: That is good. How much did you pay for a similar shipment with our previous shipper?

B: They gave us a quote of £2,100, but in the end, we paid £2,600!

A: Oh, yes. I remember that. OK, so Safe Hands Shipping is cheaper, but do you think they're reliable? Our old shipper was more expensive, but they always delivered on time and usually with no damage to the goods.



B: Well, the new company guarantees fast shipping and the shipment to Valencia was completely free of damage. I've just got off the phone with the consignee, actually, and they were very happy with everything they received. So, that's a good start.

A: Great. It's so annoying when things get broken, and such a lot of work getting replacements sent out. OK, I like the sound of this new company. Is it easy to track their shipments?

B: Oh, yes. I downloaded their app onto my phone, and I tracked the Valencia shipment the whole way.

A: As you know, loss and damage are the biggest problems we've had with our shippers in the past, so hopefully this time, we've found the perfect shipper! Who is your contact there?

B: I always speak to Jean McCullum – she's really helpful and very efficient.