

20073-291-013

# alexandra's couriers ltd



11 CLOVERNOOK RD, NEWMARKET. P.O. BOX 8510, SYMONDS ST, AUCKLAND • TELEPHONE 602433

27th May 1987

The President  
Auckland Home Birth Assn Inc.  
P.O. Box 7093  
Wellesley Street  
AUCKLAND

Dear Madam,

LOST PARCEL - YOUR LETTER OF 27/4/87

We refer to your letter of 27th April and advise that our investigations have lead to the driver admitting that he lost your parcel.

We must now ask that you forward a 'Tax Invoice' for the value of the goods lost.

We apologise for inconvenience caused and have passed your letter to all personnel concerned.

Yours faithfully,  
ALEXANDRA'S COURIERS LTD

  
M. Harding

20073-291-013

# AUCKLAND HOME BIRTH ASSOCIATION INC.

P.O. Box 7093 Wellesley Street Auckland



Helen Bowen  
c/o Rennie Cox  
P.O.Box 6647  
AUCKLAND

12 September 1987

Dear Helen

Please find enclosed copies of the letters I sent to Mike Harding of Alexandra's Couriers re the missing parcel. I am sorry about the delay in getting these to you but my children have been ill and I have been unable to get to either a photocopier or Post Office. Consequently I have sent you the rather scruffy copies I had kept for myself - let's hope I won't be needing them again! The first is rather long winded but was as much a letter of complaint about their lack of PR as that of losing the parcel.

Thank you for offering to write a letter for us.

Best wishes for you "birthday".

Yours

*Brenda*

Brenda Hinton

*P.S. Prior to hearing that the artwork had been lost the artist had been prepared to donate her work. Understandably since we did not profit from it she requested some payment - should compensation be received.*

Mrs. A. Corbett Anya Corbett

Corbett Rd RD4 PAERUA

Dr to Brenda Horton (COST BREAKDOWN FOR T-SHIRT DESIGN ARTWORK)

GST NO: 43-804-227

MATERIALS			
1	Sheet A1 cartridge Paper @ \$1.50 each	1	50
1	Sheet A1 Drawing Film @ \$5.20 each	5	20
1	@ 35 rapidograph pen containing \$50.00		
1	Rapidograph pen cartridge @ \$4.50 each	4	50
2	Sheets mounting paper	2	00
5	hours Artwork at \$20 <sup>00</sup> per hr.	100	00
2	Film laminates for finished Art work	21	50
	TOTAL	\$ 134	70
	GST ADDED ON THIS INVOICE PLUS GST	13	77
		\$ 148	17

ACCOUNT BOOK 86DL

# AUCKLAND HOME BIRTH ASSOCIATION INC.

P.O. Box 7093 Wellesley Street Auckland



Alexandra's Couriers Ltd  
P.O. Box 8510  
Symonds Street  
AUCKLAND 1

27 April 1987

Dear Mike Harding

Re Compensation for a parcel which was lost by one of your couriers.

On Thursday 16 April 1987, I phoned your company at approximately 9am to ask if they could pick up a parcel from the Motel Redoubt, 104 Redoubt Road, Manukau City and deliver it to me at 2 Sherwood Ave Grey Lynn. While I was on the phone the receptionist checked with the courier that he went as far as 104 Redoubt Road then confirmed with me that the delivery would be made. I checked time of delivery and cost and was told that I could expect the parcel around 1pm and that the charge would be \$3.50.

By 4.30 that day the parcel had not arrived so I phoned your office again to find out what had happened. The man I spoke to contacted the courier on RT, then told me that the courier had it on board and would deliver it before finishing for the day. The parcel did not arrive.

Because it was Easter Weekend I had to wait till Tuesday 21 April to contact your company again. I phoned again around 9am and spoke to the accountant who said she would check with the driver and could I call back in 10 minutes. When I called back I was told that the courier had gone to the Motel Redoubt but had been told they had no package for him. I then phoned the Motel and checked with the manageress who said that she had given the parcel to the courier the previous Thursday morning. So I phoned your company again and passed this on, I was then told that the parcel would be delivered to me around midday. I waited till 3.30pm before phoning again to say that

# AUCKLAND HOME BIRTH ASSOCIATION INC.

P.O. Box 7093 Wellesley Street Auckland



Mike Harding  
Alexandra's Couriers  
P.O.Box 8510  
Symonds Street  
AUCKLAND

22 June 1987

Dear Mike Harding

Please find enclosed a copy of the Tax Invoice for the cost of the contents of a package lost by one of your couriers on 16 April 1987, as requested in your letter of 27 May 1987. I am sorry about the delay in getting this to you, I have been out of town.

As I explained in my letter to you of 27 April 1987, when your contractor lost the package, he not only cost us the sum outlined in the enclosed invoice, he also lost its value to us in income of \$500. As we were unable to print and sell T.Shirts to defray Conference expenses, the organising group has had to meet these costs personally until we receive full compensation from your company. We trust that you will settle this matter promptly.

Yours sincerely,



Brenda Hinton  
President AHBA

the parcel had not arrived. The man I spoke to said he would contact the driver and call me back. By 5pm I had heard nothing so phoned again. I think I spoke to you this time and you said that you had been unable to contact the driver on RT but had left a message at his home for him to call you. At 9.30am on Wednesday 22 April I again phoned your office, the man I spoke to took all the details again and went to find out what had happened. Ten minutes later he returned to tell me that the parcel had been lost and that I should send a claim for compensation to you - no apology or we'll try to find it. I then phoned the sender in Paeroa for a description of the parcel and when I was told it was 3ft x 3ft I couldn't believe that it had just been lost by a supposedly professional parcel carrying company. I again phoned your office, gave a description of the parcel and suggested that someone go back through the list of calls made by the courier that day and check that it hadn't been dropped off somewhere by mistake. The man I spoke to agreed to do something about it and call me back that morning. At about 1.30 I again phoned to see what progress had been made - no one seemed very interested and the woman I spoke to said that she thought that if anyone had received a parcel by mistake they would surely have contacted the office. I pointed out that it was your responsibility to find packages misplaced while in the possession of your company not that of anyone else. I phoned several more times that afternoon till I finally got to speak to you personally.

The missing package contained original artwork and three silk screen films. These were to have been printed onto T.Shirts to be sold at the Annual Conference of the New Zealand Home Birth Association on the 8 - 10 May as a means of raising money to defray expenses. We had arranged to have 100 T.Shirts printed which we would have sold at a profit of \$5 each. The artwork was due at the printers on the 21 April - he could have squeezed the job in a week later but we could not replace the artwork. We therefore expect Alexandra's Couriers to compensate us for the \$500 of lost income plus \$50 for the cost of the materials lost. Had the T.Shirts been able to be sold at Conference we would have had that money by the 10 May. We hope that you will reimburse us promptly.

I look forward to your early reply.

*Brenda Hinton*

Yours sincerely

Brenda Hinton  
President AHBA

**RENNIE  
COX  
GARLICK  
& SPARLING**

**BARRISTERS SOLICITORS  
& NOTARY PUBLIC**

150 VINCENT STREET,  
AUCKLAND, NEW ZEALAND.  
P.O. BOX 6647,  
DX 81 AUCKLAND 1,  
TELEPHONE 34-089,  
TELEGRAPHIC ADDRESS 'GORENCO'

**AT AUCKLAND**  
JOHN GRAEME COX, LLB.  
JOHN TREVOR SPARLING, LLB.  
THOMAS NIGEL BONNER WILSON, LLB.  
HUGH TONSON GARLICK, LLB.  
JOHN HAROLD WYNN KIRKBY, LLB.  
ANNA LOUISE MACAULAY, BA, LLB.

**AT MAIRANGI BAY**  
WILFRED PETER DOWD, LLB., DBA, Notary Public

**AT OREWA — ASSOCIATE**  
ANTHONY CHRISTOPHER EDWARD LLB.

OUR REFERENCE: Helen Bowen

YOUR REFERENCE: Mike Harding

18th September 1987

Alexandra's Couriers Limited,  
P.O. Box 8510,  
Symond Street,  
AUCKLAND.

Dear Sir,

RE: AUCKLAND HOME BIRTH ASSOCIATION INC.

We act for the Auckland Home Birth Association Inc and have been instructed to write to you in connection with the sum of \$648.17 being the cost of 100 T-Shirts which you agreed to deliver to 104 Redoubt Road, on the 16th April 1987. The T-Shirts were never in fact delivered and were lost by your company.

Unless we receive the sum of \$648.17 (as per the enclosed invoice) within seven (7) days of the date of this letter, we are instructed to issue proceedings through the Court for the recovery of this debt without further notice or delay.

Yours faithfully  
RENNIE, COX, GARLICK & SPARLING

Per:  
ENCL/317-3

# alexandra's couriers ltd



11 CLOVERNOOK RD, NEWMARKET. P.O. BOX 8510, SYMONDS ST, AUCKLAND • TELEPHONE 602433

8th October 1987

The Secretary  
Auckland Home Birth Association Inc.  
P.O. Box 7093  
Wellesley Street  
AUCKLAND

Dear Sirs,

## CLAIM - LOST ART WORK

Further to our letter of 27/5/87 requesting a tax invoice for value of goods lost we now enclose our cheque for \$148.17 in full settlement of your claim, being the amount shown on your invoice.

Unfortunately there is no provision within the Carriers' Act for loss of profits so we are unable to meet your claim of \$500 for estimated profits.

Yours faithfully,

Murray Torbett

Encl.



**RENNIE  
COX  
GARLICK  
& SPARLING**

**BARRISTERS SOLICITORS  
& NOTARY PUBLIC**

150 VINCENT STREET,  
AUCKLAND, NEW ZEALAND.  
P.O. BOX 6647,  
DX 81 AUCKLAND 1,  
TELEPHONE 34-089,  
TELEGRAPHIC ADDRESS 'GORENCO'

**AT AUCKLAND**  
JOHN GRAEME COX, LLB.  
JOHN TREVOR SPARLING, LLB.  
THOMAS NIGEL BONNER WILSON, LLB.  
HUGH TONSON GARLICK, LLB.  
JOHN HAROLD WYNN KIRKBY, LLB.  
ANNA LOUISE MACAULAY, BA, LLB.

**AT MAIRANGI BAY**  
WILFRED PETER DOWD, LLB., DBA, Notary Public

**AT OREWA — ASSOCIATE**  
ANTHONY CHRISTOPHER EDWARD LLB.

**OUR REFERENCE:** Helen Bowen

**YOUR REFERENCE:**

18th September 1987

Brenda Hinton  
P O Box 7093  
Wellesley Street  
AUCKLAND

---

Dear Brenda,

**RE: ALEXANDRA'S COURIERS LIMITED**

Please find copies of your letters together with a copy of a letter of demand as requested.

I will telephone you in a couple of weeks if we have had no response.

Regards,



---

Encls: