



OUR REF :

TRN : 100259955100003

DATE: 25TH August 2022

To: ` Parents of students from Year One to Year Thirteen

SUBJECT: Clarification regarding delay in book deliveries.

Dear Parents,

Greetings from Saint Mary's. We would like to apologize for the delay in the delivery of text books but we would like to clearly reiterate that the delay is not on account of our book distributors-Periwinkle.

While we understand that this causes anxiety for you as parents, we don't want Periwinkle bearing the brunt of the flak for something that is not their fault.

Please find attached the letter from Arab Gulf clearly explaining the reason for the delay.

Periwinkle is still doing their best to expedite orders that were placed before the deadline from existing stock and we are grateful for their efforts in trying their best to mitigate this problem.

We assure you that once school starts, our teachers will do their best to work with material that is accessible to students.

We sincerely request you not to hold Periwinkle responsible for this shipping delay that is beyond anyone's control.

Yours sincerely,

Mr. Paul Asir Joseph
(Principal)



Office No. M104, Mezzanine Floor
Al Hilal Bank Building
Al Nahda Road, Al Qusais 2
P.O. Box: 86865, Dubai, U.A.E.
Tel: (04) 2204007 - Fax: (04) 2204011
agedu@eim.ae
www.sayegh1944.com

مكتب رقم ١٠٤ م، طابق الميزانين
مبنى مصرف الهلال، شارع النهضة، القصيص ٢
ص.ب: ٨٦٨٦٥، دبي، أ.ع.م.
هاتف: ٢٢٠٤٠٠٧ (٠٤)
فاكس: ٢٢٠٤٠١١ (٠٤)

Mr. Paul Asif
School Principal
Saint Mary's Catholic High School

Date: 23 August 2022

Subject: Delay of order delivery

Dear Mr. Paul,

On behalf of Arab Gulf Education and Pearson we regret to inform you that the delivery of your school order will be delayed until mid-September.

The orders were supposed to be shipped and received earlier, but due to several delays currently affecting the shipping industry, the departure time and arrival time of the shipment were pushed back.

According to our shipper, the delays are due to heavy port congestion in several ports and these delays are constant at the moment.

Sadly, this is beyond our control as the shipment is already en route and there is nothing we can do to expedite the shipping.

We will however, do our best to speed up the clearing and delivery process once the shipment reaches Dubai.

Please accept our sincere apologies for any inconvenience caused.

Sincerely Yours,



Nancy Trad

Operations Manager

الخليج العربي تربويون (ش.ذ.م.م)
ARAB GULF EDUCATION (L.L.C)
P.O. Box: 86865 Dubai - U.A.E
Tel.:04-2204007 Fax: 042204011