

To: Councillor Woodward (Chair), Edwards and Keane

### Jackie Yates CHIEF EXECUTIVE

Civic Offices, Bridge Street, Reading RG1 2LU ☎ 0118 937 3787

Direct: ☎ 0118 937 2744 andrew.wood@reading.gov.uk

20 November 2023

Your contact is: Andrew Wood - Committee Services

#### **NOTICE OF MEETING - LICENSING APPLICATIONS SUB-COMMITTEE 28 NOVEMBER 2023**

A meeting of the Licensing Applications Sub-Committee will be held on **Tuesday, 28 November 2023** at **5.00 pm** in the Council Chamber, Civic Offices, Bridge Street, Reading, RG1 2LU. The Agenda for the meeting is set out below.

## AFFECTED Page No WARDS

#### 1. DECLARATIONS OF INTEREST

- (a) Councillors to declare any disclosable pecuniary interests they may have in relation to the items for consideration;
- (b) Councillors to declare whether they wish to speak on the grounds they:
  - i. Have submitted a relevant representation; or
  - ii. Will be speaking on behalf of someone who has submitted a relevant representation.

2. MINUTES 3 - 6

To confirm the Minutes of the Licensing Applications Sub-Committee meeting held on 16 November 2023.

### 3. APPLICATION FOR THE RENEWAL OF A STREET ABBEY 7-72 TRADING CONSENT, BROAD STREET, READING

To consider an application for the renewal of a street trading consent in Broad Street, Reading.

**CIVIC OFFICES EMERGENCY EVACUATION:** If an alarm sounds, leave by the nearest fire exit quickly and calmly and assemble on the corner of Bridge Street and Fobney Street. You will be advised when it is safe to re-enter the building.

### Agenda Item 2

### LICENSING APPLICATIONS SUB-COMMITTEE MEETING MINUTES - 16 NOVEMBER 2023

Present: Councillor Woodward (Chair), G Dennis and Rowland

#### 21. MINUTES

The Minutes of the meeting held on 24 October 2023 were confirmed as a correct record and signed by the Chair.

### 22. APPLICATION FOR THE GRANT OF A PREMISES LICENCE - THE TASTY PLAICE, 158 PARK LANE, READING, RG31 4DU

The Sub-Committee considered a report on an application for the grant of a premises licence in respect of the Tasty Plaice, 158 Park Lane Reading, RG31 4DU. The report explained that the application was for a grant of a premises licence for the sale of alcohol for consumption off the premises.

The report stated that the application was for the grant of a Premises Licence to permit the following licensable activities:

#### Sale by Retail of Alcohol (On the Premises):

Monday to Sunday from 1130hrs until 2200hrs

#### **Hours the Premises is Open to the Public:**

Monday to Sunday from 1130hrs until 2215hrs

A copy of the Premises Licence Application Form was attached to the report at Appendix RS-1.

A copy of the agreed conditions between Reading Borough Council's Licensing Team, Thames Valley Police and the Applicant were attached to the report at Appendix RS-2.

During the 28-day consultation period for the application seven representations from local residents and businesses had been received by Reading Borough Council (RBC). These were attached to the report as appendices RS-3 to RS-9. The responsible authorities did not make any representations.

The report stated that in determining the application the Licensing Authority had a duty to carry out its functions with a view to promoting the four licensing objectives, as follows:

- · The prevention of crime and disorder;
- Public safety;
- · The prevention of public nuisance;
- The protection of children from harm.

The report also stated that any conditions placed on the premises licence should be appropriate and proportionate with a view to promoting the licensing objectives and that the Licensing Authority could grant (subject to appropriate conditions to promote the licensing objectives), amend, alter or refuse an application should it be deemed appropriate for the

### LICENSING APPLICATIONS SUB-COMMITTEE MEETING MINUTES - 16 NOVEMBER 2023

promotion of the licensing objectives. The applicant and the responsible authorities had been able to reach agreement on the conditions to be attached to the Premises Licence in order to promote the four Licensing objectives.

The report set out paragraphs 1.2 to 1.5, 8.41 to 8.49, 9.12, 9.13, 9.38 to 9.40, 9.42 and 9.43 from the Secretary of State's Guidance to the Licensing Act 2003 issued in August 2023. The report also set out paragraphs 1.6, 3.1, 3.2, 5.6, 5.7, 6.1, 6.2, 6.5, 6.18, 7.2, 7.3, 7.6, 8.6, 10.1 and 10.3 from the Council's Statement of Licensing Policy.

Mr William Donne, Silver Fox Consultants, the applicant's agent, was present at the meeting, addressed the Sub-Committee on the application and answered questions. The applicants Ikhbar Singh Sandhu and Jasmeet Kaur Sandhu, and the premises manager, Harsimran Kaur Lakhanpal also attended the meeting.

Objectors Charanjit Singh and Jasbir Singh attended the meeting, addressed the Sub-Committee and responded to questions.

Anthony Chawama, RBC Licensing Officer, presented the report to the Sub-Committee. Licensing Officers Mike Harding, Tabitha Shaw, Brad Timm and Ben Williams attended the meeting as observers.

In reaching their decision the Sub-Committee gave due consideration to the written evidence contained in the paperwork and the oral evidence at the meeting and to the relevant legislation and policies of Reading Borough Council as set out above. The Sub-Committee did not consider competition and need as these were not licensing concerns.

#### Resolved -

- (1) That, after taking into consideration the Licensing Act 2003, the Secretary of State's Guidance issued under section 182 of that Act, the Environmental Protection Act 1990, the Equality Act 2010 and Reading Borough Council's Statement of Licensing Policy and the promotion of the four Licensing Objectives:
  - the prevention of crime and disorder,
  - public safety;
  - the prevention of public nuisance;
  - the protection of children from harm

and considering the written and oral representations received from the Applicant and their agent and from objectors, the Sub-Committee agreed to grant the premises licence, to allow the following licensable activities:

#### Sale by Retail of Alcohol (Off the Premises):

Monday to Sunday from 1130hrs until 2200hrs

#### **Hours the Premises is Open to the Public:**

Monday to Sunday from 1130hrs until 2215hrs

#### **LICENSING APPLICATIONS SUB-COMMITTEE MEETING MINUTES - 16 NOVEMBER** 2023

Subject to the conditions set out in Appendix RS-2 to the report.

(The meeting started at 9.47 am and closed at 11.11 am)

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# LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1982 HEARING TUESDAY 28 NOVEMBER 2023 - 17:00HRS APPLICATION FOR THE RENEWAL OF A STREET TRADING CONSENT

#### 1. Trading Location:

Broad Street (Outside Clarks – 105 Broad Street)

#### 2. Applicant:

Mr Salim Alami

#### 3. Background:

Mr Alami has held street trading consents on Broad Street for over 15 years and for the majority of that time sold leather goods, belts, scarves, sunglasses, gloves, hats and buckles. On renewal in 2021, Mr Alami applied to sell juices, smoothies, slushies, shakes and cakes.

The application has been submitted by Mr Salim Alami and is attached as **Appendix TS-1.** 

The location of Mr Alami's pitch is attached as Appendix TS-2.

The proposed catering trailer is 12ft by 6ft and a photograph of the trailer is attached as **Appendix TS-3**.

#### 4. Proposed trading activities and hours:

The application is for the renewal of a street trading consent for:

#### **Proposed trading hours:**

Monday to Saturday - 0900hrs to 1800hrs Sunday - 1000hrs to 1700hrs.

#### Proposed goods to be sold:

Juices, Smoothies, Slushies, Shakes and Cakes.

#### **6. Date of receipt of application:** 10 October 2023

#### 7. Date of closure of period for representations: 07 November 2023

#### 8. Representations received:

During the 28 day consultation period for the application, representations were received from:

- Mr Robert Smalley Reading Borough Council Licensing Attached as <u>Appendix</u> TS-4
- 9. Powers of the Authority in determining an application for the grant/renewal of a street trading consent

The Licensing authority, when determining an application for the grant/renewal of a street trading consent may:

- Grant the application as applied for
- Grant the application with any modifications they see fit
- Refuse the application

#### 9. The Local Government (Miscellaneous Provisions) Act 1982

The Local Government (Miscellaneous Provisions) Act 1982 is the legislation that governs Street Trading outside London.

Schedule 4, paragraph 7, sub-paragraph 2 of this Act states:

(2) Subject to sub-paragraph (3) below, the council may grant a consent if they think fit.

(3) A street trading consent shall not be granted—

(a)to a person under the age of 17 years; or

(b) for any trading in a highway to which a control order under section 7 of the Local Government (Miscellaneous Provisions) Act 1976 is in force, other than trading to which the control order does not apply.

#### 10. Appendices

**Appendix TS-1: Street Trading Consent Application Form** 

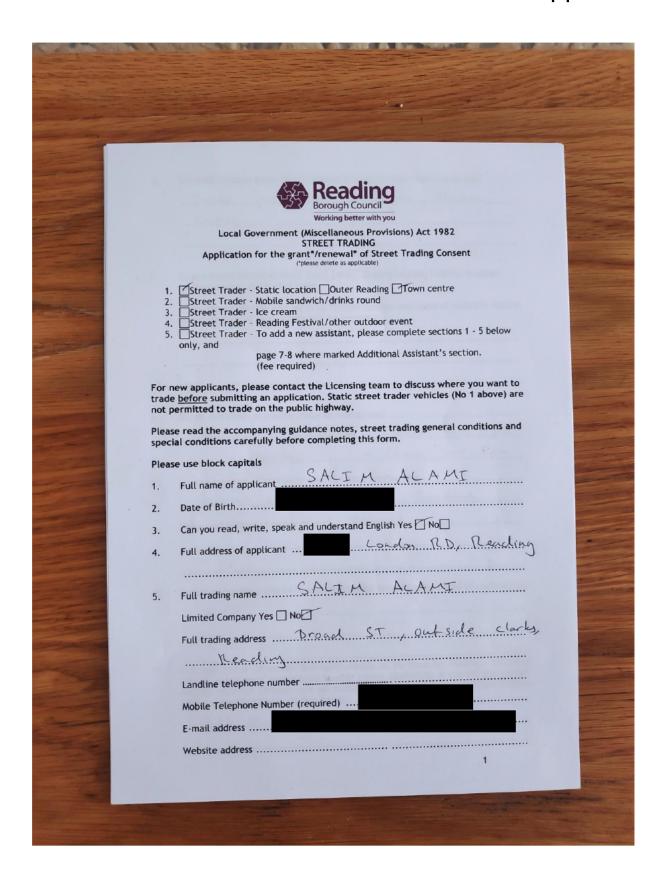
Appendix TS-2: Image of Mr Salim Alami's trading pitch location

Appendix TS-3: Photograph of Mr Salim Alami's catering trailer

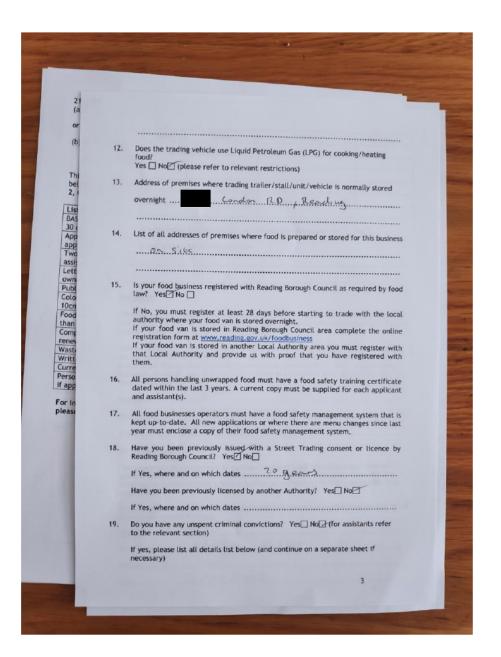
Appendix TS-4: Representation by Mr Robert Smalley – Reading Borough

**Council Licensing** 

Appendix TS-5: Representation submitted by Mr Salim Alami



6.	attices rati description of all articles/food/dripk/others
	Caho
7.	Do you intend to sell alcohol? Yes No (During Reading Festival or other outdoor events, static sites only)
	If yes, please provide your personal licence number and name of authority issuing licence (a copy of your licence will be required).
8.	Day(s) and times of trading (refer to restrictions)
	Monday - Saturday - 9cm 611 6pm
	Sardas - 10 am 611 5 pm
9.	Precise location of land to be used for static trading only
	Outside Clarks Broad ST, Reading
	Name and address of owner of landCouncil
10.	Details of trading route to be used for mobile street trading round (if applicable)
	N/A
11.	Full description of trailer/stall/unit/vehicle to be used for trading - including colour, dimensions, registration number where applicable. A current photograph
	will be required. (Please note all mobile trading vehicles must be sign written with a clear identifiable trading name).
	12 ft by 6ft catering trailer
	2



Date	Court	Offence	Sentence
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Are you being	investigated for any of	fences by the police Yes[	_ No[_]
If yes, please	list all details below		
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<u>Disclosure</u>			
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## Appendix TS-2



# Appendix TS-3





Name of Officer	Robert	Smalley					
Type of Application		Frading C laneous				ıl Govern	ment
Applicant	Mr Sali	m Alami					
Address	Broad S	Street (O	utside C	larks – 1	05 Broad	Street)	
	Readin	g					
Items Sold	Juices,	Smoothi	es, Slusl	hies, Sha	akes, Cal	kes	
items soid							
Draw and Trading	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Proposed Trading Times	0900-	0900-	0900-	0900-	0900-	0900-	1000-
rines	1800	1800	1800	1800	1800	1800	1700

#### **Content of Application:**

The application has been submitted by Mr Salim Alami and is attached as **Appendix RS-1**. The application is to renew a street trading consent for a pitch on Broad Street, located outside Clarks. The proposed trading hours are Monday to Saturday 0900hrs to 1800hrs and Sunday 1000hrs to 1700hrs. The proposed goods to be sold are: Juices, Smoothies, Slushies, Shakes and Cakes. The location of Mr Alami's pitch is attached as **Appendix RS-2**. The proposed catering trailer is 12ft by 6ft and a photograph of the trailer is attached as **Appendix RS-3**.

#### **Licensing Officer's Comments:**

Mr Alami has held street trading consents on Broad Street for over 15 years and for the majority of that time sold leather goods, belts, scarves, sunglasses, gloves, hats and buckles. On renewal in 2021, Mr Alami applied to sell juices, smoothies, slushies, shakes and cakes.

The Licensing team wish to make representation against the application submitted by Mr Alami for the failure of Mr Alami to avail himself of the street trading consent. It has been noted by a number of council officers that since 2020, Mr Alami has not been trading from his pitch on Broad Street. In February 2023 the Licensing team decided to investigate this matter to establish: 1) If Mr Alami is trading and 2) How often he is trading out of the 7 days that he applied for. This investigation involved officers going to Mr Alami's pitch location on Broad Street to observe if he was trading as well as checking the town centre CCTV recordings. All checks were done between the trading hours stated on the street trading consent as applied for by Mr Alami. The findings of this

investigation are attached as **Appendix RS-4** and show that, since February 2023, Mr Alami failed to trade on at least 45 days. Mr Alami did send proof that to the Licensing team that he traded on 1 day, specifically 07/10/2023. This is the only known day of trading since February 2023.

The Local Government (Miscellaneous Provisions) Act 1982 is the legislation that governs Street Trading outside London. Schedule 4, paragraph 7, subparagraph 2 of this Act states:

- (2) Subject to sub-paragraph (3) below, the council may grant a consent if they think fit.
- (3)A street trading consent shall not be granted—
- (a)to a person under the age of 17 years; or

(b) for any trading in a highway to which a control order under section 7 of the Local Government (Miscellaneous Provisions) Act 1976 is in force, other than trading to which the control order does not apply.

The above excerpt clearly explains that, except for the 2 instances listed above in which it can't issue a street trading consent, the decision on whether to grant or refuse an application for a consent is at the discretion of the Council. Although this application is for a street trading consent, one of the statutory reasons that a council can refuse a street trading licence application is that the applicant has without reasonable excuse failed to avail himself to a reasonable extent of a previous street trading licence'. This point amplifies that, although the Council may refuse a street trading consent application if they think fit, the reason given in this representation for recommending the refusal of the renewal of the street trading consent is in fact one which may be used to refuse a street trading licence, which itself is a more entrenched authorisation.

On 13/06/2023 I sent an e-mail containing a letter to Mr Alami to request an explanation as to why he had not been seen trading on 19 separate occasions between February 2023 and June 2023. This letter is attached as **Appendix RS-5**. This letter also explained that the Licensing team will consider all enforcement powers available to us and that this includes bringing the matter to the Licensing Committee in order to revoke the consent. Mr Alami's response to this letter was that his trailer was booked in to be converted and he was waiting for it to be taken to a workshop. This response is attached as **Appendix RS-6**. As it is clear to see, this reason does not address the full extent of the period Mr Alami has not been trading for, nor is it likely that any required works would take 8 months to complete. Further to this point, it is clear that the previously mentioned works to the trailer were completed, at the latest, by 07/10/2023 when Mr Alami was last able to provide evidence that he traded. This means that the previously given reason of the trailer needing work is no longer valid and Mr Alami has not been

witnessed trading, nor provided evidence of trading since 07/10/2023.

It is the view of the Licensing team that the failure of Mr Alami to avail himself of the consent issued to him results in a negative impact on Broad Street. Those visiting Broad Street are being denied the opportunity to shop at one of the limited designated street trading pitches in the town centre, leading to less options and variety.

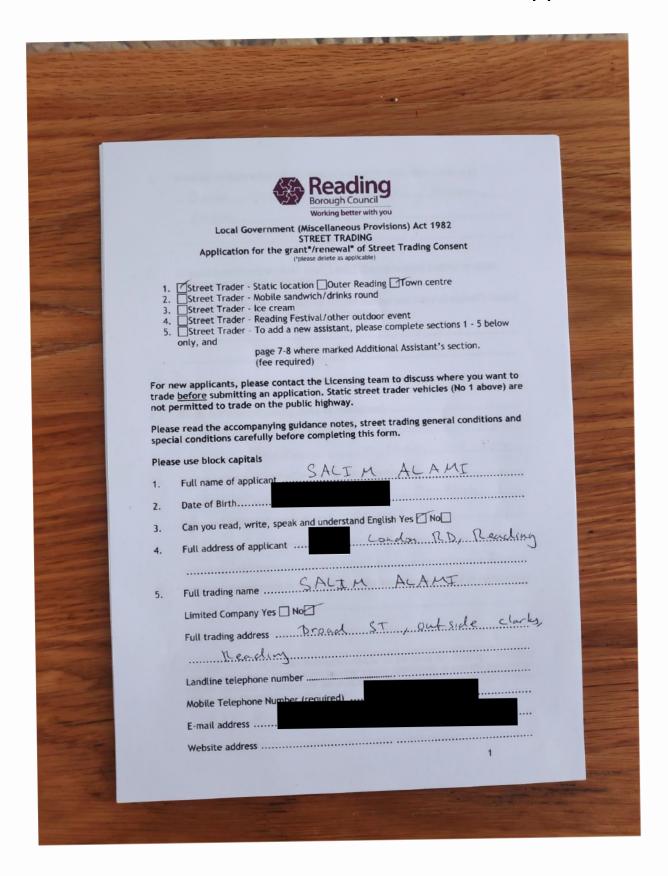
It is the recommendation of the Licensing team that this application be refused in order that a new trader may be sought that will bring variety and interest to Broad Street and will utilise any consent issued by the Council to its full extent. There is no right of appeal against the decision of the Council.

#### **Appendices:**

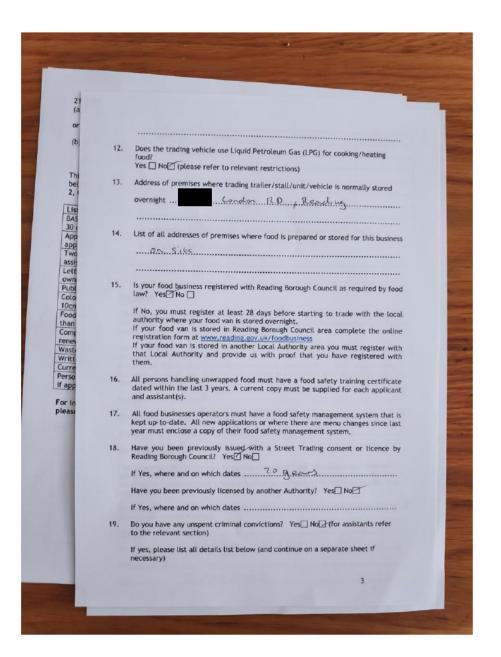
- 1. Appendix RS-1 Street Trading Consent Application Form
- 2. Appendix RS-2 Photo of Trading Location
- 3. Appendix RS-3 Photo of Trailer
- 4. Appendix RS-4 Days Mr Alami Witnessed Not Trading
- 5. Appendix RS-5 Letter Requesting Explanation from Mr Alami
- 6. Appendix RS-6 Mr Alami's Response to Explanation Request

Date 10/10/2023 Date Due 07/11/2023
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Date 31 10 2023



6.	attices rati description of all articles/food/dripk/others
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7.	Do you intend to sell alcohol? Yes No (During Reading Festival or other outdoor events, static sites only)
	If yes, please provide your personal licence number and name of authority issuing licence (a copy of your licence will be required).
8.	Day(s) and times of trading (refer to restrictions)
	Monday - Saturday - 9cm 611 6pm
	Sardas - 10 am 611 5 pm
9.	Precise location of land to be used for static trading only
	Outside Clarks Broad ST, Reading
	Name and address of owner of landCouncil
10.	Details of trading route to be used for mobile street trading round (if applicable)
	N/A
11.	Full description of trailer/stall/unit/vehicle to be used for trading - including colour, dimensions, registration number where applicable. A current photograph
	will be required. (Please note all mobile trading vehicles must be sign written with a clear identifiable trading name).
	12 ft by 6ft catering trailer
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Date	Court	Offence	Sentence
Are you b	eing investigated for any o	ffences by the police Yes	] No□
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Disclosure			
I hereby author	rise Reading Borough Counc uthorise disclosure by the F	il to make enquiries about	this application to antecedent history
	in pursuance of this applica		
Your attention	is drawn to the fact that the	nis information is required l	by the Council to
information ma	ovide you with one or more by be used for other purpos	es and may be given to oth	er organisations,
although, in ei Data Protectio	ther case, this will only be n Act 1998.	done in accordance with th	e provisions of the
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Signature:			
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### Appendix RS-2



### Appendix RS-3



#### Mr Salim Alami - Street Trading Observations - February 2023 to November 2023

Reading Borough Council officers visited the location that Mr Alami holds a street trading consent to trade from, as well as checking town centre CCTV recordings, and it was noted noted that Mr Alami was not trading on the following days:

#### February:

14/02/2023

17/02/2023

21/02/2023

#### March:

02/03/2023

16/03/2023

17/03/2023

18/03/2023

21/03/2023

27/03/2023

#### April:

17/04/2023

27/04/2023

#### May:

11/05/2023

17/05/2023

22/05/2023

24/05/2023

#### June:

01/06/2023

07/06/2023

09/06/2023

12/06/2023

23/06/2023

27/06/2023

29/06/2023

#### July:

11/07/2023

13/07/2023

#### August:

03/08/2023

11/08/2023

#### September:

22/09/2023

28/09/2023

#### October:

02-05/10/2023 08-18/10/2023 26/10/2023 27/10/2023

#### November:

08/11/2023 09/11/2023 10/11/2023

13/11/2023 - Mr Alami served Licensing Representation and invited to hearing

14/11/2023 15/11/2023

16/11/2023

17/11/2023



Emma Gee Interim Executive Director of Economic Growth & Neighbourhood Services Reading Borough Council, Civic Offices, Bridge St, Reading, RG1 2LU

Our Ref: 124700

Direct: 2 0118 9373 762

E mail: robert.smalley@reading.gov.uk

13 June 2023

г

Mr Salim Alami

Your contact is:

Robert Smalley, Licensing

Dear Sir,

I am writing to you to request an explanation of your current situation in relation to the street trading consent that you hold for a pitch on Broad Street, outside Clarks. In February 2023, following observations from multiple officers stating that they had not witnessed you trading, I started a record to note when you were trading and were not trading. From February 2023 to the date of this letter, you have not been seen trading on 19 separate occasions when officers visited Broad Street. These dates are:

14/02/2023, 17/02/2023, 21/02/2023, 02/03/2023, 16/03/2022, 17/03/2022, 11/05/2023, 18/03/2022. 21/03/2023, 27/03/2023, 17/04/2023, 27/04/2023, 17/05/2023, 22/05/2023, 24/05/2023, 01/06/2023, 07/06/2023, 09/06/2023, 12/06/2023.

Please respond to this letter by 27/06/2023 with a full explanation as to why you have not been trading.

The Licensing Department will consider all enforcement powers available to us, and this includes applying to the Licensing Committee to revoke your consent. If I do not hear from you by 27/06/2023, then I will consider that you no longer wish to continue trading on Broad Street and I shall apply to the Licensing Committee seeking the revocation of your consent.

Yours faithfully

Robert Smalley

Licensing Enforcement Officer

From: <u>salim alami</u>
To: <u>Smalley Robert</u>

Subject: Re: Formal Request for Explanation - Mr Salim Alami - Street Trading Consent

**Date:** 15 June 2023 08:06:17

Warning!
For the attention of
RBC, BFfC Staff and Councillors

This mail is from an external sender - please do not click any links or open any attachments unless you trust this sender, and know the content is safe

Hi

My trailer is booked in for conversion and it waiting to be taken to the workshop to start the process.

I'll try to get a date where it can start trading on broad Street..

Also I wanted some water connection on the pitch which I'm trying to sort out.

Thanks

Mr Salim alami

From: Smalley, Robert < Robert. Smalley@reading.gov.uk>

**Sent:** Tuesday, June 13, 2023 3:16:48 PM

To:

Subject: Formal Request for Explanation - Mr Salim Alami - Street Trading Consent

Dear Mr Alami,

Please see the attached letter and respond by 27/06/2023. A copy of this letter has been sent in the post.

Kind regards,

Robert Smalley

**Enforcement Officer** 

Licensing Department I Directorate for Economic Growth and Neighbourhood Services

Reading Borough Council

Civic Offices Bridge Street Reading RG1 2LU

0118 937 2846 07583 679 046

Licensing@reading.gov.uk

Are you thinking about applying for a new licence or varying your current one? Take advantage of our pre-application consultation:

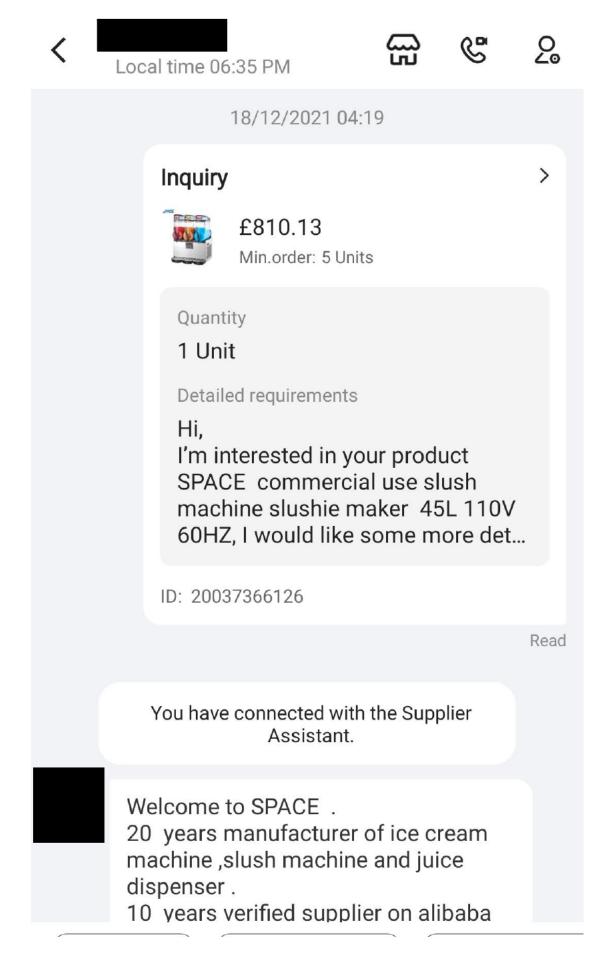
Licensed Driver: <a href="https://www.reading.gov.uk/business/licences/taxi-licensing/">https://www.reading.gov.uk/business/licences/taxi-licensing/</a>

Licensed Premises: https://www.reading.gov.uk/business/licences/alcohol-and-entertainment-licences/premises-

licence/

To access the licensing section of our website, please click this link: <a href="https://www.reading.gov.uk/business/licences/">https://www.reading.gov.uk/business/licences/</a>

Website | Facebook | Twitter | YouTube | Instagram | LinkedIn











May i know how many machines you need and send to which place?

Reply

More questions:

May i know your vvhatsapp number for better communication? My number is

Automatic response

18/12/2021 04:31

Dear Manager,

Thanks for your attention to SPACE slush machine .SPACE company produce slush machine ,ice cream machine and juice dispenser over 15 years .

Below is the prices with details ...

view more

18/12/2021 21:31

how much is it for 4 units









Read

delivery to the UK

Read



Booking your shipment? Check out the shockingly simple experience at Alibaba.com Freight. Compare rates

18/12/2021 23:58



The price we offer is our best prices thanks

May i know send to which port at UK?

Then i can check delivery cost

20/12/2021 08:59

hi I can't see the messages

Read









hi I'm after 15 litres slush machine. 3 flavor one. I want 4 units

Read

20/12/2021 13:09

Hello 3 bowls slush machine USD870/unit

4 units send to which place?

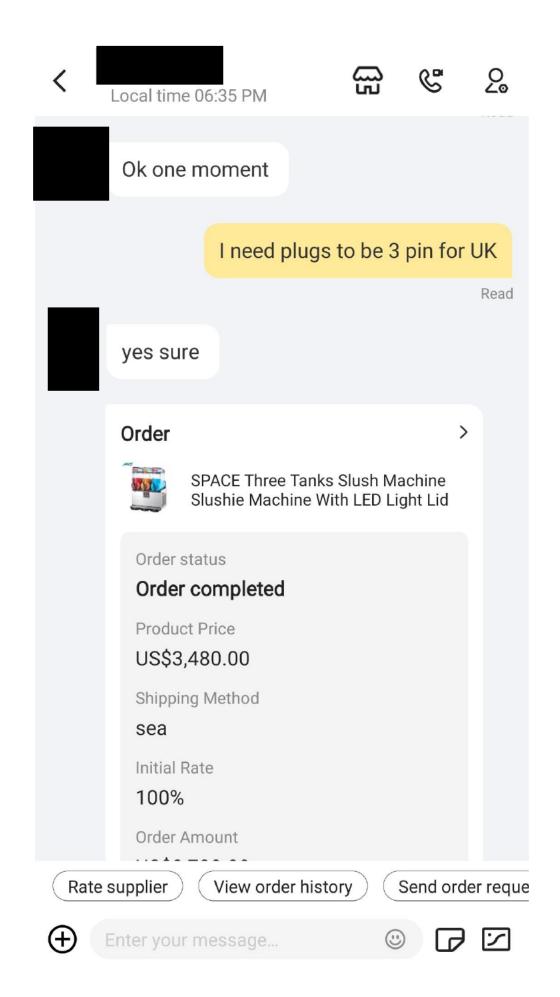
22/12/2021 09:59

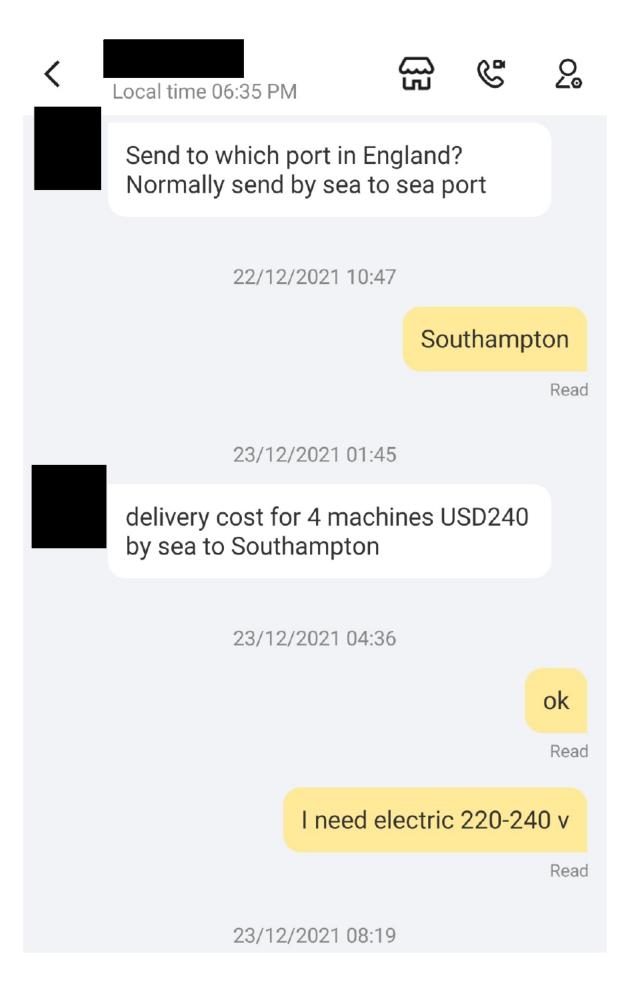
to England, how much is shipping cost

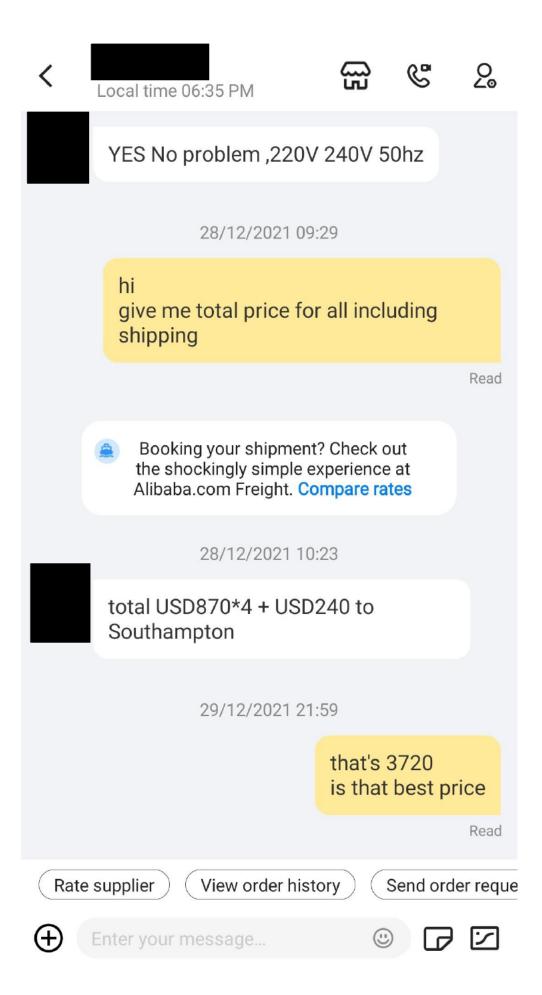
Read

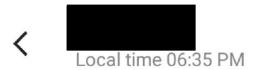
Booking your shipment? Check out the shockingly simple experience at Alibaba.com Freight. Compare rates

22/12/2021 10:38

















# Hello Salim ,best price USD870\*4 + USD240 to Southampton

17/01/2022 15:37



#### On-time Delivery Guarantee

SPACE commercial use slush machine slushie make...

#### £810.13

Min.Order: 5 Units

Order will be processed in USD

USD 1,000.00

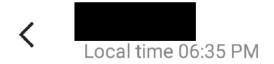
**Get Sample** 

Read

Rate supplier

View order history

Send order reque









ok I think the 45l is best.

Read

17/01/2022 22:44



Ok no problem

Then total USD870\*4 + USD240 to Southampton

20/01/2022 06:37

ok we can start order

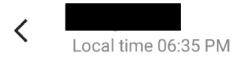
Read



OK may i know your full information

name /company name ,address ,contact number then i can send you order contract

20/01/2022 07:05









we have ready machine in stock, if we can payment today or tomorrow, we can catch send machine before Chinese New Year holiday

our holiday stary from Jan 27

20/01/2022 07:20

220V 50HZ UK Plug

20/01/2022 07:46

ok I sent payment

Read



Payment received ,we will send goods to agent warehouse

this week shipping can't catch ,can catch next week shipping .goods will levae port at Feb 3

Rate supplier

View order history

Send order reque

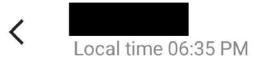


Enter your message...















Payment received ,we will send goods to agent warehouse

this week shipping can't catch ,can catch next week shipping .goods will levae port at Feb 3



Booking your shipment? Check out the shockingly simple experience at Alibaba.com Freight. Compare rates

ok thanks

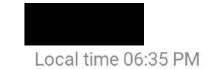
Read





23/01/2022 06:29











23/01/2022 06:29



Hello Salim, delivery company told us the shipment before New Year Holiday are full, now can't booking the shipment anymore.



Booking your shipment? Check out the shockingly simple experience at Alibaba.com Freight. Compare rates

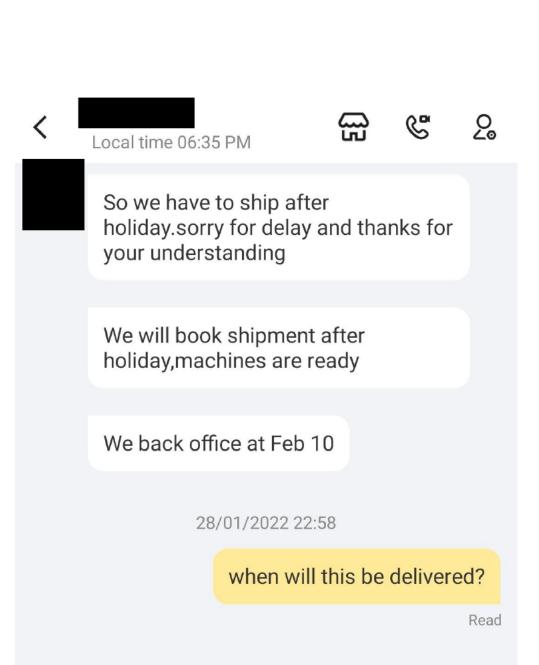


So we have to ship after holiday.sorry for delay and thanks for your understanding

Rate supplier

View order history

Send order reque



28/01/2022 23:34

Normally around Feb 15 depend on shipment. I will check with agent once they start work.they start work and send the earliest shipping after holiday

Rate supplier View order history

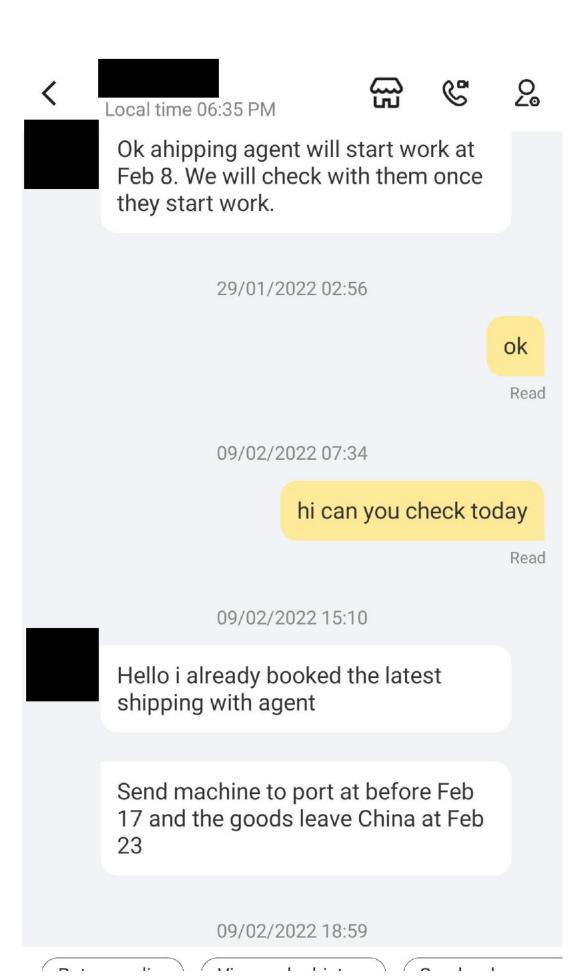
Send order reque

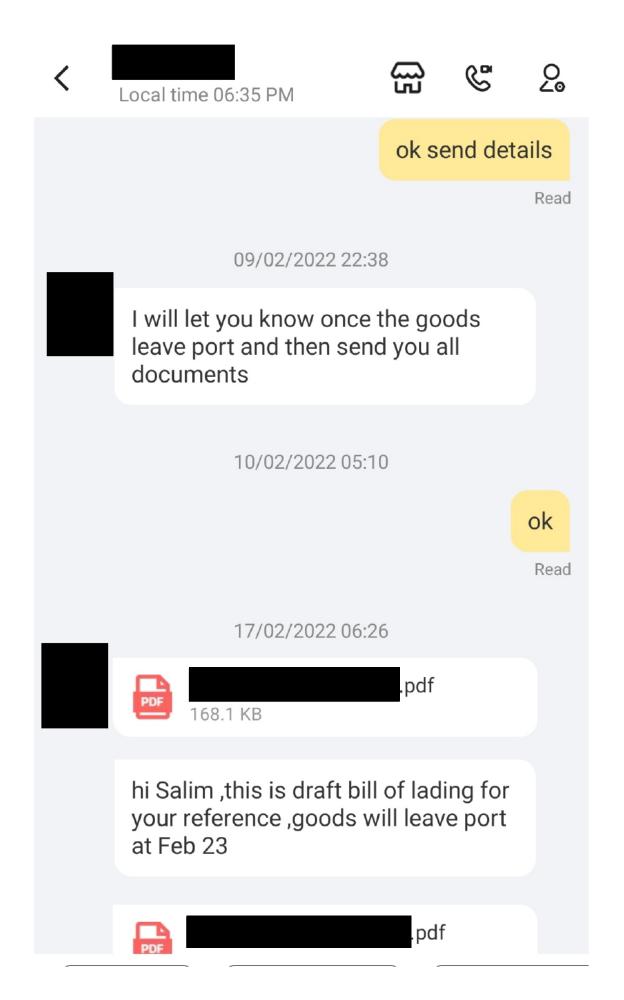
Enter your message...

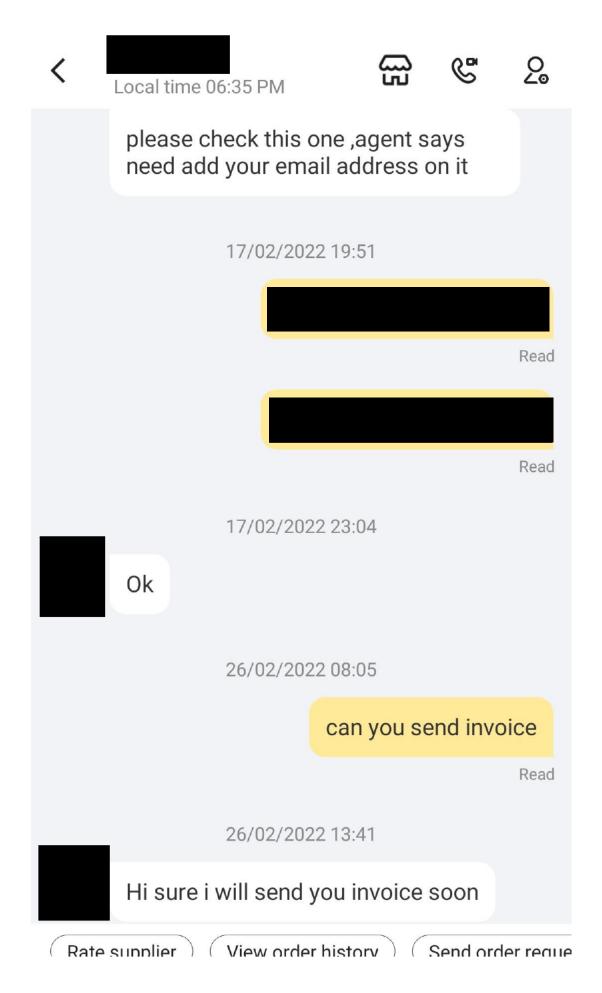






















Please kindly check the attachment for the telex rease bill of lading ,commercial invoice and packing list for yourclear customs

Any questions, contact us freely...



view more

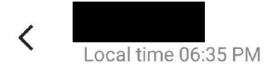
22/03/2022 14:02

hi is each unit size 615×545×735mm

Read



what size is each box please













ok i will send invoice two days later

Now i am traveling in another city

23/03/2022 14:01

ok thank you

Read

25/03/2022 14:41



Hi Salim ,documents sent by email ,please chekc

and the invoice make in low value as your request ,any questions, contact us freely

25/03/2022 23:02

thank you











hello Salim ,how are you?

did you get the goods already? our agent inform us that the goods arrive port at March 31 ,please collect the goods asap to avoid extra warehouse fee in port



Booking your shipment? Check out the shockingly simple experience at Alibaba.com Freight. Compare rates



if any questions let us know freely

09/04/2022 02:55

Are you satisfied with the service that you have received from this supplier?

Click here to rate

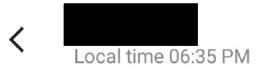


the customs want to check the item's. so I have to wait for them to be

Data aunaliar

View order history

0----









the customs want to check the item's. so I have to wait for them to be cleared. maybe ,extra 10!,days.

Read

09/04/2022 07:40

Ok

11/04/2022 13:35

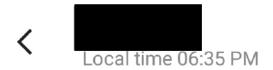
hi the customs want to know if machine has refrigerant . if it does, what type?

Read

11/04/2022 13:58

Hi ,yes there have refrigerant inside ,normally its R404a

but if your customs ask this ,maybe









11/04/2022 13:58



Hi ,yes there have refrigerant inside ,normally its R404a

but if your customs ask this ,maybe its better told them no refrigerant inside?

last time my customer told us that its better not told customs its R404a refrigerant inside

ok

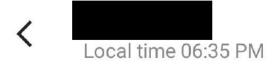
Read

thank you

Read



its better check with your agent who help you clean customs ,which kind more better









told them no refrigerant inside or told customs another type refrigerant inside like R448a? You can check with agent who help you clear customs which one more better

11/04/2022 16:46

they are asking for data sheet

Read

11/04/2022 17:09





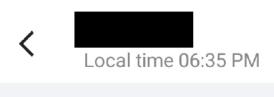
SLUSH MACHINE...ED LIGHT(1).pdf

Please check

12/04/2022 11:45

they can't release it so I have to send it back to you

Read









this is their email

Read

Shipment Held for Checks\*

Read

this is reference

Read

you can ask

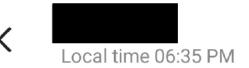
Read

Oh ,that's terrible

i need check with shipping agent and find what can we do



Booking your shipment? Check out the shockingly simple experience at Alibaba.com Freight. Compare rates









not customs it is environment agency department in UK they control machine now.

they want certificate.

Read

it is big problem

Read

can't release the gas from compressor first?

release the gas is simple

no need take special tools in warehouse

no body want to do it

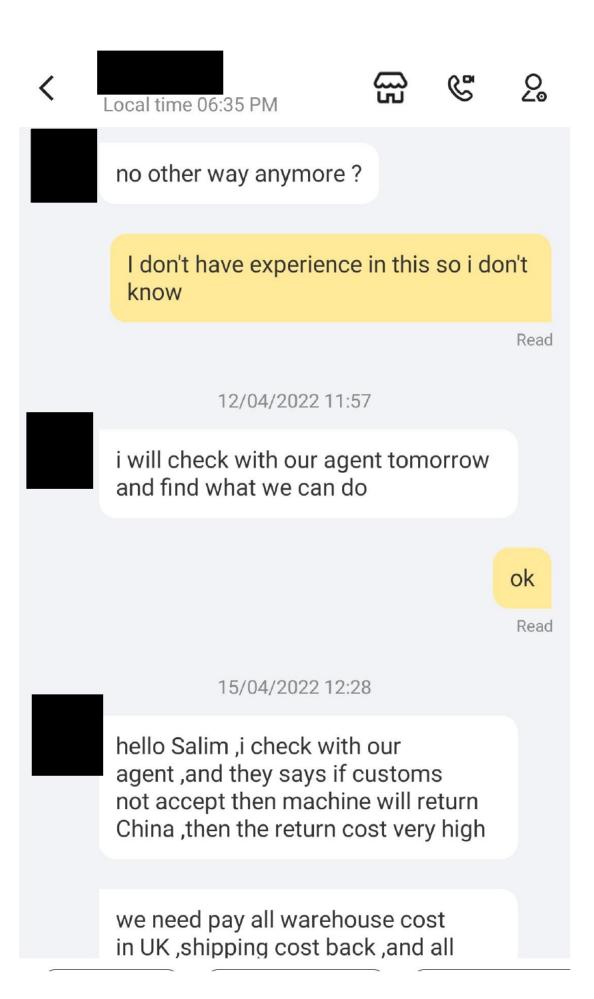
Read

UK different from china

Data aunaliar

Vious order history

0----













## that's quite bad

so can you check with your broker who help you clear customs if there other way or not .Or we show some documents to show that after release the gas from compressor can use the new type gas which meet UK environment request?

I messaged them to see what I need to do.

but they are closed till Tuesday. because it is holiday now.

Read



OK thanks a lot

very sorry for inconvenient and all your support

18/04/2022 08:17

Any news from your customs?

no holiday time, they start work tomorrow.

Read

At beginning if you told customs no Gas inside, then no problem.

My customer in UK told me that



Now no other better way, just confirm again, if they still not agree then we have to send back, no other choice



but nobody told me.
if you told me from beginning then I
would be ready to answer them
you know that it is coming to UK
and you are refrigeration company. so

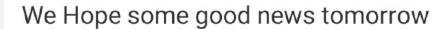
Data cumplior

View order history

Cand arder reque

and you are retrigeration company. so you should know these things already.

Read



18/04/2022 08:32

hopefully

Read

maybe we can try make a declaration to show the machine can also use other new gas ,i will send you later ,maybe you can show to customs ,or maybe it can works

will send you later

18/04/2022 09:28



Declaration letter.pdf

147.4 KB

LOUGI MING OU.OUT IVI

please check this letter and show to your customs ,maybe it can works

that means we agree release the gas from compressor and filling new gas

21/04/2022 14:37

hi I tried to get engineer to re- gas but no body wants to. have to send back.

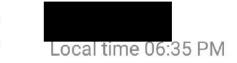
Read

no body want re-gas?

re-gas is simple

just if your customs agree can release the machine ,re-gas no any problem ,for sure

we can pay the re-gas fee ,no







2

we can pay the re-gas fee ,no problem

I am on the phone for 4 hours phoning many companies. all say no

Read

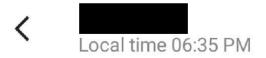
customs can release the goods to you if you release the gas from the compressor ,yes ?

filling the gas again is easy

why did you not gas in China. Im buying new machine. this give me a lot of work and I have no machine because I have to send back. what about my money.

Read

hello machine have gas inside











# hello machine have gas inside

you said your customs not allow R404a then i ask if can release the gas from compressor then your customs can release the machine to you

wrong gas

Read

they don't give machine until engineer have to go to warehouse then regas and give certificate to me them they will release machines

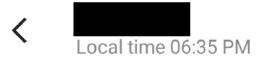
Read

but no engineer want to do that.

Read



your customs ask regas in warehouse?









This person is not your contact. Add as contact now

re-gas the machine and you can get certification? or release the gas from compressor you can also get certification?

no body want to.

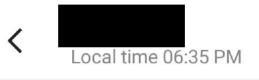
Read

release the gas from compressor only loose compressor screw will be fine ,that's not difficult

only loose the small screw on the compressor

units being sent back. you have to refund

Read









Read

I'm asking so many engy

Read

engineer

Read

nobody want to

Read

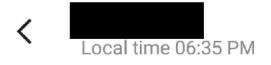
This person is not your contact. Add as contact now

re-gas the machine and you can get certification? or release the gas from compressor you can also get certification?

no body want to.

Read

release the gas from compressor









they can't release it so I have to send it back to you

Read



send back?

why?

gas not allowed.r404a

Read



can we show documents to show that the machine can use other kind gas and release the gas from the machine?

> I don't know. I'm not expert in this

> > Read

f-gassupport@environment-agency.gov .uk



### ← Refund details



#### **Final Resolution**

Refund amount: USD 2360

Refund from supplier USD 1860

Ompensation
USD 500

from Alibaba.com

Reason for refund: Missing paperwork/manual/warranty

Do you want to return No

the goods?

? Processing fee: Buyer covers

### Have a question?

If you have additional questions about the refund, you can do the following:

© Contact the supplier (i) Learn about process

### **Operation Record**

System Case closed

2022-06-06 02:30:13

System Refund completed

2022-06-06 02:30:12

Page 62







#### **Case Completed**

We have processed your refund. Please check the refund status below.

Learn about refund process

#### Refund details

Refund will be sent to the original payment account.

Credit/Debit Card Initial payment

Refund amount: USD 2,360.00

Refund Agreement Settled

2022-06-06 02:27

Refund Processing

2022-06-06 02:27

Bank processed refund

2022-06-06 02:27

Refund Payout

2022-06-06 02:30

Your refund will usually arrive by 2022-06-13.

Download refund transaction letter

If you still haven't received the refund, contact customer service.

O Contact customer service





### ← Refund details



#### **Operation Record**

System Case closed 2022-06-06 02:30:13

System Refund completed 2022-06-06 02:30:12

System Refund process initiated 2022-06-06 02:27:04

Alibaba.com Made a final determination 2022-06-06 02:27:03

Description:

Please do not reply to this email. This mailbox is not monitored and you will not receive a response. Please log into the related Trade Assurance order to check the status of your case and give your response or provide the evidence there. Hi Salim Alami, Thank you for contacting Alibaba regarding Trade Assurance order

I am
Leo, and I am glad to be at
your service. To protect your
experience as our valuable
buyer, we have arranged the
refund 2360USD to







### ← Refund details



your efforts and your efforts and understanding on this matter. Sincerely hope you will get the refund soon!

Best Regards LeoTrade Dispute Mediation Department

- Alibaba.com Evidence upload window closed 2022-06-06 00:00:05
- Buyer Uploaded evidence
  2022-06-02 09:43:19

Description:

Ok I accept

Alibaba.com Required buyer to upload evidence 2022-06-02 03:16:37

Description:

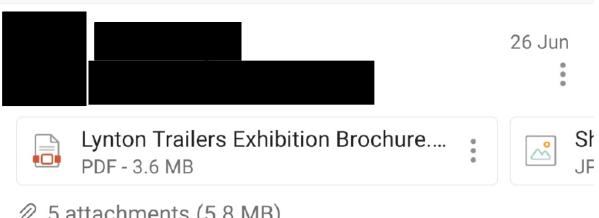
Dear Salim Alami, Good Day!

This is Leo from
Alibaba.com. This email is
about your trade assurance
order

just want to make sure whether you accept the following offer or not. This offer will refund you 2360USD (500+1860), and besides, the sending back cost will be borne by the seller. Detailed explanation







∅ 5 attachments (5.8 MB)

Good Morning Salim,

Thank you for your enquiry.

As all of our trailers are bespoke products, they can be tailored to suit each of our customers requirements. Below I have included the price for a 3m Lynton Showman along with optional extras.

## Showman 3.0M - Price £7,215.00 plus VAT

2980mm x 1770mm x 1970mm

Gross weight: 2000kg payload: 1320kg

EX Works weight: 680kg (estimated) (estimated)

wing panels - £1,500.00 plus VAT



# Manage orders





All (1)

To be confirmed (0) Unpaid (0)

Proces





### **SPACE Three Tanks Slush Machine Slushie** Machine With LED Light Lid

USD 870.00 x 4

### Total **USD 3720.00**

✓ On-time Dispatch Guarantee

Order completed



customs clearance has been completed





### CLOSED

2 x 12Ltr Tank Slush Frozen Ice Drink Slush Machine UK STOCK

£5,005.00

18 Apr 2023

**BUY AGAIN** 





### ← Order details





### A tracking number was provided.

Arriving by Mon 18 Sep

Track package

Time placed Order number Total Sold by 13 Sep 2023 at 9:18 AM

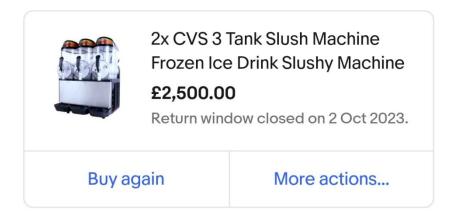
£2,500.00 (1 item)

cvs2020

# **Delivery info**



### Item details



### **Tracking details**

Number







Find Edit Refine



### DISPATCHED

X2 Combination Padlock 4-Digit Outdoor Weatherproof Securit...

£6.19
Free postage

16 Aug 2023





### **CLOSED**

Commercial Slushy Machines 3x10L Slushy Machine 220V Sl...

£680.00

16 Aug 2023

### **BUY SIMILAR**



#### **DELIVERED**

210 Litre Flat Baffled Water Storage Tank With 8" Internal Li...

Drilled - Standard

£199.32

Free postage

15 Aug 2023





### ← Order details





### A tracking number was provided.

Arriving by Tue 12 Sep

Track package

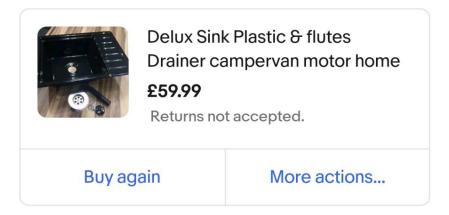
Time placed Order number Total Sold by 6 Sep 2023 at 8:01 PM

£65.98 (1 item) pajoh\_8209

# **Delivery info**

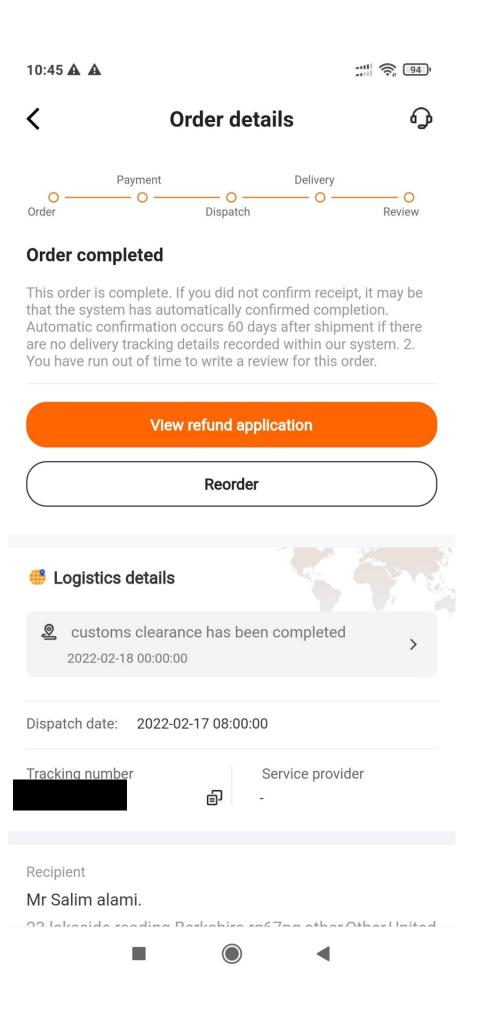


#### Item details



### **Tracking details**

Number





#### Order acknowledgement



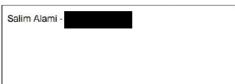
Document No
Date 17 July 2023
Order No
Account No

Taken By

George

Qty	Product Description	Price	Amount
7.00	PVC Cladding Sheet WHITE 2440mm x 1220mm x 3mm Cut 7x (2010mm x 1220mm)	42.91	300.37
1.00	For Cutting 7-15 Panels or Billets	10.00	10.00
1.00	Shipping & Handling	25.00	25.00
1.00	Paid by Sage G.S	0.00	0.00

Goods Remain The Property Of Direct Plastics Ltd Until Payment Is Received In Full. Terms: Strictly 30 Days Net Monthly Account.



Total Net	335.37
Total Vat	67.07
Order total	402.44

Direct Plastics limited, Rother Valley Way, Holbrook, Sheffield, S20 3RW Tel: 0114 2560889 Email: sales@directplastics.co.uk