

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:

1. Mr Robert Smalley – Reading Borough Council Licensing - Attached as **Appendix 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

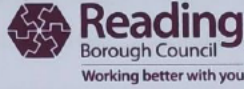
Appendix TS-1: Street Trading Consent Application Form

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



Local Government (Miscellaneous Provisions) Act 1982
STREET TRADING
 Application for the grant*/renewal* of Street Trading Consent
(*please delete as applicable)

1. Street Trader - Static location Outer Reading Town centre
2. Street Trader - Mobile sandwich/drinks round
3. Street Trader - Ice cream
4. Street Trader - Reading Festival/other outdoor event
5. Street Trader - To add a new assistant, please complete sections 1 - 5 below only, and page 7-8 where marked Additional Assistant's section. (fee required)

For new applicants, please contact the Licensing team to discuss where you want to trade before submitting an application. Static street trader vehicles (No 1 above) are not permitted to trade on the public highway.

Please read the accompanying guidance notes, street trading general conditions and special conditions carefully before completing this form.

Please use block capitals

1. Full name of applicant SALIM ALAMI
2. Date of Birth..... [REDACTED]
3. Can you read, write, speak and understand English Yes No
4. Full address of applicant ... [REDACTED] London R.D., Reading
5. Full trading name SALIM ALAMI
- Limited Company Yes No
- Full trading address Broad ST, outside clarks, Reading
- Landline telephone number
- Mobile Telephone Number (required) ... [REDACTED]
- E-mail address [REDACTED]
- Website address

6. Detailed full description of all articles/food/drink/other items to be sold
.....Jubes.....Smoothies.....Slushies.....Shakes.....
.....Cakes.....
.....

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).
.....
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8. Day(s) and times of trading (refer to restrictions)
.....Monday - Saturday - 9am till 6pm.....
.....Sunday - 10am till 5pm.....

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).
.....1.2.8.6 by 6.6.6 catering trailer.....
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12. Does the trading vehicle use Liquid Petroleum Gas (LPG) for cooking/heating food?
Yes No (please refer to relevant restrictions)

13. Address of premises where trading trailer/stall/unit/vehicle is normally stored overnight [REDACTED] Condon R.D. Reading

14. List of all addresses of premises where food is prepared or stored for this business
..... 20, S.155

15. Is your food business registered with Reading Borough Council as required by food law? Yes No

If No, you must register at least 28 days before starting to trade with the local authority where your food van is stored overnight.
If your food van is stored in Reading Borough Council area complete the online registration form at www.reading.gov.uk/foodbusiness
If your food van is stored in another Local Authority area you must register with that Local Authority and provide us with proof that you have registered with them.

16. All persons handling unwrapped food must have a food safety training certificate dated within the last 3 years. A current copy must be supplied for each applicant and assistant(s).

17. All food businesses operators must have a food safety management system that is kept up-to-date. All new applications or where there are menu changes since last year must enclose a copy of their food safety management system.

18. Have you been previously issued with a Street Trading consent or licence by Reading Borough Council? Yes No
If Yes, where and on which dates 20, S.155

Have you been previously licensed by another Authority? Yes No
If Yes, where and on which dates

19. Do you have any unspent criminal convictions? Yes No (for assistants refer to the relevant section)
If yes, please list all details list below (and continue on a separate sheet if necessary)

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Date	Court	Offence	Sentence

Are you being investigated for any offences by the police Yes No

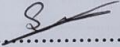
If yes, please list all details below

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Disclosure

I hereby authorise Reading Borough Council to make enquiries about this application to the Police. I authorise disclosure by the Police of any convictions or antecedent history to the Council in pursuance of this application.

Your attention is drawn to the fact that this information is required by the Council to enable us to provide you with one or more of the Council's services. However, the information may be used for other purposes and may be given to other organisations, although, in either case, this will only be done in accordance with the provisions of the Data Protection Act 1998.

Signature: 

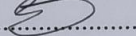
Print Name: SALIM ALAMI

Date: 30/09/2023

20. Declaration

I hereby certify that to the best of my knowledge and belief the information I have given above is correct and I have given it knowing that I shall be liable to prosecution if I have knowingly or recklessly made a false statement or omitted any relevant information to my application.

I hereby confirm that I have read and understood the terms and conditions relating to street trading consents and licences.

Signature: 

Print Name: SALIM ALAMI

Position: Owner

Date: 30/09/2023

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Name of Officer	Robert Smalley						
Type of Application	Street Trading Consent - Renewal – Local Government (Miscellaneous Provisions) Act 1982						
Applicant	Mr Salim Alami						
Address	Broad Street (Outside Clarks – 105 Broad Street)						
	Reading						
Items Sold	Juices, Smoothies, Slushies, Shakes, Cakes						
Proposed Trading Times	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	0900-1800	1000-1700

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, 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.

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.

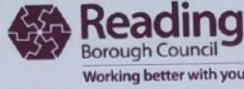
It is the recommendation of the Licensing team that this application be refused in order that a new trader may be sought that will bring variety and interest to Broad Street and will utilise any consent issued by the Council to its full extent. There is no right of appeal against the decision of the 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 Received	10/10/2023	Date Due	07/11/2023
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Date	31	10	2023
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Local Government (Miscellaneous Provisions) Act 1982
STREET TRADING
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Please read the accompanying guidance notes, street trading general conditions and special conditions carefully before completing this form.

Please use block capitals

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- 3. Can you read, write, speak and understand English Yes No
- 4. Full address of applicant [REDACTED] London R.D., Reading
- 5. Full trading name SALIM ALAMI
- Limited Company Yes No
- Full trading address Broad St, outside clarks, Reading
- Landline telephone number
- Mobile Telephone Number (required) [REDACTED]
- E-mail address [REDACTED]
- Website address

6. Detailed full description of all articles/food/drink/other items to be sold
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12. Does the trading vehicle use Liquid Petroleum Gas (LPG) for cooking/heating food?
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If Yes, where and on which dates 20, S.155

Have you been previously licensed by another Authority? Yes No

If Yes, where and on which dates

19. Do you have any unspent criminal convictions? Yes No (for assistants refer to the relevant section)

If yes, please list all details list below (and continue on a separate sheet if necessary)

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Date	Court	Offence	Sentence

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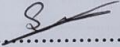
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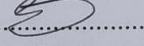
Your attention is drawn to the fact that this information is required by the Council to enable us to provide you with one or more of the Council's services. However, the information may be used for other purposes and may be given to other organisations, although, in either case, this will only be done in accordance with the provisions of the Data Protection Act 1998.

Signature: 
Print Name: SALIM ALAMI
Date: 30/09/2023

20. Declaration

I hereby certify that to the best of my knowledge and belief the information I have given above is correct and I have given it knowing that I shall be liable to prosecution if I have knowingly or recklessly made a false statement or omitted any relevant information to my application.

I hereby confirm that I have read and understood the terms and conditions relating to street trading consents and licences.

Signature: 
Print Name: SALIM ALAMI
Position: Owner
Date: 30/09/2023

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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 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: ☎ 0118 9373 762
E mail: robert.smalley@reading.gov.uk

13 June 2023

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,
18/03/2022, 21/03/2023, 27/03/2023, 17/04/2023, 27/04/2023, 11/05/2023,
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: [salim alami](#)
To: [Smalley Robert](#)
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: [REDACTED]
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 | 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: <https://www.reading.gov.uk/business/licences/taxi-licensing/>

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: <https://www.reading.gov.uk/business/licences/>

[Website](#) | [Facebook](#) | [Twitter](#) | [YouTube](#) | [Instagram](#) | [LinkedIn](#)



Local time 06:35 PM



18/12/2021 04:19

Inquiry



£810.13

Min.order: 5 Units

Quantity

1 Unit

Detailed requirements

Hi,
I'm interested in your product
SPACE commercial use slush
machine slushie maker 45L 110V
60HZ, I would like some more det...

ID: 20037366126

Read

You have connected with the Supplier
Assistant.

Welcome to SPACE .
20 years manufacturer of ice cream
machine ,slush machine and juice
dispenser .
10 years verified supplier on alibaba



Local time 06:35 PM



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



Local time 06:35 PM



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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



Local time 06:35 PM



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



Local time 06:35 PM



Ok one moment

I need plugs to be 3 pin for UK

Read



yes sure

Order



SPACE Three Tanks Slush Machine
Slushie Machine With LED Light Lid

Order status

Order completed

Product Price

US\$3,480.00

Shipping Method

sea

Initial Rate

100%

Order Amount

Rate supplier

View order history

Send order reque



Enter your message...





Local time 06:35 PM



Send to which port in England?
Normally send by sea to sea port

22/12/2021 10:47

Southampton

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23/12/2021 01:45

delivery cost for 4 machines USD240
by sea to Southampton

23/12/2021 04:36

ok

Read

I need electric 220-240 v

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23/12/2021 08:19



Local time 06:35 PM



YES No problem ,220V 240V 50hz

28/12/2021 09:29

hi
give me total price for all including
shipping

Read



Booking your shipment? Check out
the shockingly simple experience at
Alibaba.com Freight. [Compare rates](#)

28/12/2021 10:23

total USD870*4 + USD240 to
Southampton

29/12/2021 21:59

that's 3720
is that best price

Read

Rate supplier

View order history

Send order requ



Enter your message...





Local time 06:35 PM



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

17/01/2022 15:37

SPACE®



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 requ](#)



Local time 06:35 PM



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



Local time 06:35 PM



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...





Local time 06:35 PM



Payment received ,we will send goods to agent warehouse

this week shipping can't catch ,can catch next week shipping .goods will leave 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





Local time 06:35 PM



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 requ





[Redacted]

Local time 06:35 PM



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

We will book shipment after holiday,machines are ready

We back office at Feb 10

28/01/2022 22:58

when will this be delivered?

Read

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...





Local time 06:35 PM



Ok shipping agent will start work at Feb 8. We will check with them once they start work.

29/01/2022 02:56

ok

Read

09/02/2022 07:34

hi can you check today

Read

09/02/2022 15:10

Hello i already booked the latest shipping with agent

Send machine to port at before Feb 17 and the goods leave China at Feb 23

09/02/2022 18:59





Local time 06:35 PM



ok send details

Read

09/02/2022 22:38

I will let you know once the goods leave port and then send you all documents

10/02/2022 05:10

ok

Read

17/02/2022 06:26



[Redacted].pdf

168.1 KB

hi Salim ,this is draft bill of lading for your reference ,goods will leave port at Feb 23



[Redacted].pdf



Local time 06:35 PM



please check this one ,agent says
need add your email address on it

17/02/2022 19:51



Read



Read

17/02/2022 23:04



Ok

26/02/2022 08:05

can you send invoice

Read

26/02/2022 13:41



Hi sure i will send you invoice soon

Rate sunnier

View order history

Send order request



Local time 06:35 PM



Dear Salim,

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...

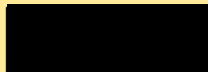


view more

22/03/2022 14:02

hi is each unit size 615×545×735mm

Read



what size is each box please



Local time 06:35 PM



23/03/2022 12:17

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



Local time 06:35 PM



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

[Rate supplier](#)

[View order history](#)

[Send order request](#)



Local time 06:35 PM



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
its better told them no refrigerant

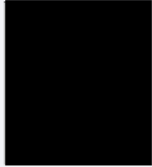


[Redacted]

Local time 06:35 PM



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



Local time 06:35 PM



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
2.4 MB

Please check

12/04/2022 11:45

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

Read





Local time 06:35 PM



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](#)



Local time 06:35 PM



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 supplier](#)

[View order history](#)

[Send order request](#)



Local time 06:35 PM



no other way anymore ?

I don't have experience in this so i don't know

Read

12/04/2022 11:57

i will check with our agent tomorrow and find what we can do

ok

Read

15/04/2022 12:28

hello Salim ,i check with our agent ,and they says if customs not accept then machine will return China ,then the return cost very high

we need pay all warehouse cost in UK ,shipping cost back ,and all



Local time 06:35 PM



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 enviroment 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 supplier](#)

[View order history](#)

[Send order request](#)

LOCAL TIME 06:55 PM

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

Read

We Hope some good news tomorrow

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

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



Local time 06:35 PM



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



Local time 06:35 PM



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 ?



Local time 06:35 PM



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



Local time 06:35 PM



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



[Redacted]

Local time 06:35 PM



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
② Compensation from Alibaba.com	USD 500
Reason for refund:	Missing paperwork/manual/warranty
Do you want to return the goods?	No
② Processing fee:	Buyer covers

Have a question?

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

 [Contact the supplier](#)  [Learn about process](#)

Operation Record

-  System Case closed
2022-06-06 02:30:13
-  System Refund completed
2022-06-06 02:30:12



← Refund details



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.

 [Contact customer service](#)



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
[REDACTED] 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



directly. Thanks again for all 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 [REDACTED]. We 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 as the last mail: Since this

26 Jun



Lynton Trailers Exhibition Brochure...
PDF - 3.6 MB



St
JF

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

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

wing panels – **£1,500.00 plus VAT**



Manage orders



All (1)

To be confirmed (0)

Unpaid (0)

Process



Ningbo SICEN Refrigeration Equipment ...

2022-01-20

SPACE



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 13 Sep 2023 at 9:18 AM
Order number [REDACTED]
Total £2,500.00 (1 item)
Sold by [cvs2020](#)

Delivery info



Item details



2x CVS 3 Tank Slush Machine
Frozen Ice Drink Slushy Machine

£2,500.00

Return window closed on 2 Oct 2023.

[Buy again](#)
[More actions...](#)

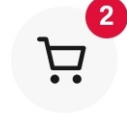
Tracking details

Number [REDACTED]





Purchases



Find

Edit Refine

Pack Of 2



DISPATCHED

X2 Combination Padlock 4-Digit
Outdoor Weatherproof Securit...
2

£6.19

Free postage

16 Aug 2023

BUY AGAIN



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	6 Sep 2023 at 8:01 PM
Order number	[REDACTED]
Total	£65.98 (1 item)
Sold by	pajoh_8209

Delivery info



Paid
6 Sep



Dispatched
8 Sep



Delivered

Item details



Delux Sink Plastic & flutes
Drainer campervan motor home
£59.99

Returns not accepted.

[Buy again](#)

[More actions...](#)

Tracking details

Number [REDACTED]





Order details



Order completed

This order is complete. If you did not confirm receipt, it may be that the system has automatically confirmed completion. Automatic confirmation occurs 60 days after shipment if there are no delivery tracking details recorded within our system. 2. You have run out of time to write a review for this order.

[View refund application](#)

[Reorder](#)

Logistics details

customs clearance has been completed

2022-02-18 00:00:00

Dispatch date: 2022-02-17 08:00:00

Tracking number



Service provider

-

Recipient

Mr Salim alami.

92 Lakeside reading Berkshire RG67 9g other Other United





Order acknowledgement

Salim Alami [Redacted]

Document No [Redacted]
Date 17 July 2023
Order No [Redacted]
Account No [Redacted]
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.

Salim Alami - [Redacted]

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