

Maggi Chain Correspondence

From: Peter Malloy
April 7, 2016
To: Maggi Chains USA
Re: Metric Chain

Hi Pierre, I bought 300' of Maggi G7 5/16 chain from you in June 2015. It is already losing its galvanizing and rusting through normal use. This is far too soon. The previous Maggi chain I had (10mm G4) lasted ten years. Please let me know what Maggi will do about this situation.

Thanks,
Peter Malloy

From: Maggi Chains USA
April 7, 2016
To: Peter Malloy
Re: Metric Chain

Good day Peter
Can you send a picture please , we will replace it.
Tks
Pierre

From: Peter Malloy
April 9, 2016
To: Maggi Chains USA
Re: Metric Chain

Hello Pierre, here are pictures of the chain.
Best regards,
Peter Malloy
<photos>

From: Maggi Chains USA
April 9, 2016
To: Peter Malloy
Re: Metric Chain
Wow, where are you and what length do you need.
P

From: Peter Malloy
April 9, 2016
To: Maggi Chains USA

Re: Metric Chain

We are in Puerto Rico now but only for a little while. We will be in Trinidad by summer to store the boat. It is 300 feet. Are they doing the galvanizing differently now or do you think this will happen again.

Thanks,
Peter Malloy

From: Maggi Chains USA

April 9, 2016

To: Peter Malloy

Re: Metric Chain

I am forwarding the pics to Italy , would it be best to send the chains to the yard in Trinidad ?

Tks

P

From: Peter Malloy

June 3, 2016

To: Maggi Chains USA

Re: Metric Chain

Hi Pierre, we will haul Neko on Grenada at Clarke's Court Marina. Could you provide the replacement chain there?

Best regards,

Peter Malloy

From: Maggi Chains USA

June 3, 2016

To: Peter Malloy

Re: Metric Chain

Hi

Yes , just need all the details

Pierre

From: Peter Malloy

June 6, 2016

To: Maggi Chains USA

Re: Metric Chain

It would be sent to this address:

Yacht in transit Neko
c/o Clarkes Court Boatyard & Marina
Clarke Court Bay Rd, Woburn
St. George's
Grenada W.I

From: Peter Malloy
June 6, 2016
To: Maggi Chains USA
Re: Metric Chain
Pierre, the yard says both of these companies ship to Grenada:

<https://www.tropical.com/external/en/> <<https://www.tropical.com/external/en/>>

<http://www.seafreightagencies.com/?p=home>
<<http://www.seafreightagencies.com/?p=home>>

Can you let me know what the plan is?
Thanks,
Peter Malloy

From: Maggi Chains USA
June 6, 2016
To: Peter Malloy
Re: Metric Chain
I'll keep you posted on what we do
How many ft did you have and how many more could you use as a concession
for this problem.
Tks
P

From: Peter Malloy
June 6, 2016
To: Maggi Chains USA
Re: Metric Chain
300 ft of 5/16" G7. Just replacing it is all I would look for.

From: Peter Malloy
June 25, 2016
To: Maggi Chains USA
Re: Metric Chain
Hi Pierre, can you tell me what is happening with this chain?
Thanks,
Peter Malloy

From: Maggi Chains USA
June 27, 2016
To: Peter Malloy
Re: Metric Chain

Good day
Chains will be shipped direct ft Italy , new production.
If you can , send me the rusted photos , the mill would like to have them.
Tks
P

From: Peter Malloy
July 5, 2016
To: Maggi Chains USA
Re: Metric Chain
Here are photos of the chain.
<photos>

From: Maggi Chains USA
July 5, 2016
To: Peter Malloy
Re: Metric Chain
Thank you
Very helpful
Pierre

From: Peter Malloy
September 2, 2016
To: Maggi Chains USA
Re: Metric Chain
Hi Pierre, can you give me an update on the delivery of the replacement chain?
Thank you,
Peter Malloy

From: Maggi Chains USA
September 3, 2016
To: Peter Malloy
Chain
Good day
Italy has come back from Holidays last week , I will follow up with them Ono day
and keep u in the loop
P

From: Peter Malloy
September 16, 2016
To: Maggi Chains USA
Re: Chain
Hi Pierre, OK it is mid-September. Italy has had plenty of time to get back to
work. When can we expect the chain? I am getting worried that we won't get

this resolved in time.

Thanks,
Peter Malloy

From: Maggi Chains USA

September 16, 2016

To: Peter Malloy

Re: Chain

Peter

You are correct

I have a call planned on Monday to clear this and other production issues

I am back in Fort Lauderdale for a month ... I am on it

Pierre

From: Maggi Chains USA

September 16, 2016

To: Peter Malloy

Re: Chain

Peter

My cell number is 954-850-****

Pierre

From: Maggi Chains USA

September 20, 2016

To: Peter Malloy

Re: Chain

Good day

Spoke with the Mill yesterday

They are looking to see if it's been shipped

Let you know in a day or so

Pierre

From: Peter Malloy

October 5, 2016

To: Maggi Chains USA

Re: Chain

Hi Pierre, any news on this?

Upon receipt of the chain, I will also need an invoice showing a \$0 amount and stating "Warranty Replacement".

Thanks,

Peter

From: Maggi Chains USA

October 5, 2016

To: Peter Malloy

Re: Chain

Good day

Yes , production is complete , waiting on shipping confirmation

Pierre

From: Peter Malloy

October 5, 2016

To: Maggi Chains USA

Re: Chain

Pierre, that was the situation on Sep. 20 - two weeks ago. I think we should have more details by now.

Best,

Peter Malloy

From: Peter Malloy

October 8, 2016

To: Maggi Chains USA

Re: Chain

Hello Pierre, can you tell me the current status? We will not be in Grenada after the end of October. Also, I will need the invoice I mentioned in an earlier email.

Peter Malloy

From: Peter Malloy

October 8, 2016

To: info@maggigroup.com

USA Distributor

Hello, I need to make you aware of a situation with the USA distributor of your chain. I would like this email to be forwarded to the person responsible for quality control and customer satisfaction. I will seek a response from you before I begin notifying other sailors via internet and blog about the treatment I have received here.

I purchased 300 feet of Aqua7 chain from Maggi Chains USA, your US distributor, little more than a year ago for use on a yacht. It has rusted prematurely and I have provided pictures of the problem and shipping information, as well as anything else Pierre has requested. Pierre first assured me in April that a replacement chain is being shipped. However, it has been many months and time is running out for me to receive the chain. Now, I receive no more information and I am concerned that no chain is coming.

I can send you the communications between Pierre and me where from April to this day he has confirmed that replacement chain is being shipped. I can do this

before I publish these communications on sailing websites and blogs. I do not want to do this but this issue must be corrected. Please respond.

Best regards,
Peter Malloy
SVNeko.com

From: Corrado Maggi

October 8, 2016

To: Peter Malloy

Re: USA Distributor

Ok dear Peter

Send me correspondence and we will work out a solution with replacement.

Pierre reported this accident to us but something went wrong with communication here in factory.

Best regards
Corrado Maggi
Maggigroup

From: Peter Malloy

October 8, 2016

To: Corrado Maggi

Re: USA Distributor

Thank you for the response. Below you will see the correspondence with Pierre beginning in April (at the bottom) regarding defects in the chain. The last message (at the top) was sent to him today but it is early in the USA and he has not received it yet. I hope we can resolve this issue as I have been a satisfied customer for a long time (previous Maggi Aqua4 chain lasted me 10 years of hard use and I have praised it to many people).

Best regards,
Peter Malloy

From: Peter Malloy

October 17, 2016

To: Corrado Maggi

Re: USA Distributor

Hi Corrado, do you have any news for me on this problem?

Thank you,
Peter Malloy

From: Corrado Maggi

October 17, 2016

To: Peter Malloy

CC: Massimo Belingheri, Maggi Chains USA, Giovanni Panzeri
Re: USA Distributor

Dear Peter

in the next days

we are going to load a ctn for Fort Lauderdale

I will ask Pierre to send to you the strand once received.

best regards

Dott.Ing.Corrado Maggi

corrado.maggi@maggigroup.com

managing director / direttore generale

Maggigroup Spa

Via Milano 2/4

23854 Olginate LC

Italia

From: Peter Malloy

October 25, 2016

To: Corrado Maggi

Re: USA Distributor

Dear Corrado,

Thank you for this. I will be in touch with Pierre.

Peter Malloy

From: Peter Malloy

October 25, 2016

To: Maggi Chains USA

Re: Chain

Hi Pierre, Maggi tells me they are loading a container to you of chain and then you will ship to me. We are leaving Grenada so perhaps the best place will be St Maarten. Do you have any idea when the chain will arrive?

Thanks,

Peter

From: Peter Malloy

November 14, 2016

To: Maggi Chains USA

Re: Chain

Hello Pierre, I really need to get the new chain. We anchor on the old chain every day and the rust is getting much worse. It is flaking rust now. I do not want to trust our lives to it much longer. This situation has been ongoing for quite some time now and I would just like to resolve it with new, safe chain. Please let

me know how we proceed to get this done quickly.

Thanks,
Peter Malloy

From: Peter Malloy
November 23, 2016
To: Corrado Maggi
CC: Massimo Belingheri, Maggi Chains USA, Giovanni Panzeri
Re: USA Distributor

Dear Sirs, it has been over one month since this email below. I have not heard anything about the chain arriving. Please give me details on the shipping of the new chain. I am using very rusty chain at the moment and it needs to be changed.

Thank you for your attention,
Peter Malloy

From: Peter Malloy
December 6, 2016
To: Corrado Maggi
CC: Massimo Belingheri, Maggi Chains USA, Giovanni Panzeri
Re: USA Distributor

Dear Sirs, after many promises of a replacement chain, it has now been two weeks since I have heard anything from you. I wrote to you on November 14 and November 23 with no response. I first initiated this claim in April of this year and I believe it is high time it is settled. I do not wish to escalate the issue but I am at a point where I have no choice. I would like to have a detailed, reliable solution within one week's time - with shipping information and a destination for pickup, etc. If we do not have a complete resolution I will only be able to conclude that you do not intend to make good on the promise of a new chain. In that case, I will regretfully have to inform the boating world of this type of customer service - we have a widely read blog and participate in all the relevant forums. In addition, since I am a lawyer, we will process a legal claim as soon as we return to the US in several month's time. As I said before, we were quite happy with our previous Maggi chain and hoped that we could resolve problems with the quality of this new chain in an amicable manner. However, we are losing faith that that will be possible.

Best regards,
Peter Malloy

From: Maggi Chains USA
December 6, 2016
To: Peter Malloy
Re: USA Distributor
Peter

We have not heard back from the mill, we do have a container arriving on Monday and I think it's in there .
They delayed our container put of Italy to make it..at least that's what I think.
Let me know if you hear back from them and I will try again today to find out Pierre

From: Peter Malloy
December 8, 2016
To: Maggi Chains USA
Re: USA Distributor
I've heard nothing.

From: Maggi Chains USA
December 10, 2016
To: Peter Malloy
Re: 8 mm
Good day
Looks like I'll have a definite answer on Monday morning .
Regards
P

From: Peter Malloy
December 17, 2016
To: Maggi Chains USA
Re: USA Distributor
Pierre, Monday has come and gone. Do you have any news?