

From: Meeting
Sent: Wednesday, 8 June 2005 11:48 AM
To: Vaile, Mark (MP)
Subject: Trade with China

Attention: The Hon Mark Vaile MP, Minister for Trade

Dear Mr Mark Vaile

I am writing on behalf of Brian Thompson, Managing Director of The Supply Line (Australia) Pty Ltd.

The Supply Line is a large importer of metal valves and associated pipeline equipment.

We wish to bring to your attention to the following major problems we have experienced in dealing with Chinese companies: € Failure of Chinese companies to honour warranty to repair damaged items € Failure to replace faulty or incorrectly supplied goods € Inability to take effective legal action against Chinese companies

We have been advised that it is near impossible for Government owned Chinese companies to refund money which has been paid in advance for goods, which have either not been supplied or are damaged when we receive them.

When we try to send valves to Chinese companies they are tied up in Customs red tape which seems to be designed to stop Australian companies exporting goods into China - for example: Customs reject a complete shipment because each valve is not individually fitted with a cardboard label & then charge holding costs while the problem is remedied.

We have even been charged duty on items being returned to China to be repaired but which will be returned to Australia and are not staying in China.

Chinese Customs requirements seem unreasonable and not in accordance with Customs requirements of any other country we deal with.

This is to advise you of these difficulties, which I am sure, are shared by other Australian companies dealing with Chinese companies.

Regards,

Christine Chamberlain
Administration Officer

For: Brian Thompson
Managing Director

The Supply Line Australia Pty Ltd
69-71 Barndioota Road, Salisbury Plain, SA, 5109

