

From: Peter Hodgson
Sent: Monday, 3 January 2005 7:52 PM
To: auction@birdworld.com.au
Subject: Cordon Bleu pair purchased Christmas Eve - Attn: Shane

Shane,

Just thought I'd drop you a short note of thanks for the excellent service I received from BirdWorld (see below). I returned the body of the cordon bleu hen today with a copy of your email and the bird was replaced, after staff (in your absence) checked the hen for anything obviously wrong and ensured it was indeed the bird I had bought on Christmas Eve.

The replacement hen is a far more active and apparently cheerful bird, jumping around the holding cage, on and off the perch, eating and drinking - in short, all the things the original hen didn't do.

My wife, and you may recognise her name from my original email (accidentally sent under her user id) is the consumer affairs reporter for The West Australian and generally only sees the downside of customer/retailer relations so I think she found the attitude of BirdWorld to be a breath of fresh air. I have bought numerous birds from BirdWorld over the years and always found them to be of a very high quality - now I can say the same about your after sales service.

Thank you again,
Peter Hodgson

Just wanted to say a huge thank you for the delivery of my bird aviary to Gosnells yesterday. I am just so grateful that you were able to put the aviary onto the raised area for me.
Thanks again

Regards
Sue

Hey Shane,
Just letting you know that Katherine will deposit the money for the Regent Hen into your account on Thursday, it was \$90 total wasn't it???? \$80 for plus the \$10 for the freight.
The birds are going great and she is very happy with both birds.

Cheers Mark.

Hi Shane,
All Zebs look fine today when I put them into the cabinets.
I will get back to you when they settle in as I try not to disturb new birds too much for a day or so. Once again I say thanks for everything.

Regards
Brett
From: Peter Spinks

Sent: Saturday, 18 December 2004 7:35 PM
To: sales@birdworld.com.au
Subject: Compliment

Hi Shane

I would like to take the opportunity to thank you and your staff for the Professionalism you have shown in our recent transaction. I was very pleased and impressed to say the least. Well done!

I would also like to let you know that the lorikeets leg is healing well with no apparent long lasting ill effects.

As I mentioned in our phone conversations, I am putting together a new Bird magazine " Australian Aviary Life" If you would Like to put together a profile on you store and the auction along with a few photo's and send it to me I would be more than happy to do a feature profile in the magazine.

Cheers
Peter Spinks
Australian Aviary Life

Pj
Fri Mar 11,
10:14 PM

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Hi Everyone. I will throw my 2 cents worth in. I have purchased birds from Birdworld in the past, both sun conures and rainbow lorikeets all young. I live in NSW. I found birdworld very professional to deal with. I had one bird that needed the leg ring removed after it arrived and Birdworld covered the Vet Bill. and yes Im very happy with the birds and the Quality.

HI YOU DONT KNOW ME BUT L HAVE HEARD SOME GOOD THINGS ABOUT YOU I'VE BOUGHT BIRDS FROM W. ASHBY HE'S ONE OF MANY .

MY HASSLE IS I HAVE A SPLIT/BLACK EASTERN ROSELLA [HEN]21/2 YRS OLD BUT I CANT FIND A BLACK [COCK] FOR THE LIFE OF ME SO IF YOU COME ACROSS ONE OR KNOW OF THE WHERE ABOUTS OF ONE OR KNOW A BREEDER PLEASE LET ME KNOW MY NAME,

COLIN ABBOTT

Thanks Shane for the doves. They have settled in very well and are already eating and enjoying a shower. I will definitely look you up whenever I need more birds.

Cheers. Victor
Shane,

Delighted with the photos, thanks for your efforts.

Regards,
Bernie.