

Case Study

Successful Debt Collection from Customer in Uzbekistan



A customer in Uzbekistan purchased capital equipment from a Polish manufacturer. All the equipment was delivered, but the customer refused to pay the last 10% of the contract value as they claimed that commissioning was impossible.

Starting Situation

After several payment reminders, the customer still refused to pay their pending invoices and the tone of communication between the parties was deteriorating.

As an alternative to expensive legal firms, Hellmann proposed practical mediation, which would hopefully exclude the need for a formal lawsuit.

Solution

Hellmann prepared an official claim towards the customer and proposed to negotiate an amicable solution. After some negotiations, the customer confirmed that they are willing to pay the pending invoice if the manufacturer delivers 4 additional pumps and some installation materials free of charge on DDP terms.

Hellmann, as the Importer of Record, imported the equipment to Uzbekistan at the expense of the manufacturer and we stored them in our local warehouse. Once the customer paid their pending invoices to the manufacturer, we performed the final delivery to the jobsite.

Conclusion

We avoided complex and expensive lawsuits by practical mediation in which all stakeholders are happy with the result. If such mediation would not have resulted in the desired outcome, we would still have initiated a lawsuit with a likely positive result.

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