

“Its a pleasure dealing with such a quality operation”
says **Sam Bourne**

Genesis Ensures Plain Sailing For Harken

Harken Inc. is a leading manufacturer and marketer of quality sailboat hardware and accessories. Their products have dominated such events as the America's Cup and Olympics. Their blocks, travellers, furling systems and winches can be found aboard everything from the smallest dinghies to the largest megayachts and cruisers.

Harken manufactures in the USA and Italy. Their network includes offices in The USA, France, Italy, Japan, Sweden and the United Kingdom.



Harken UK Ltd is a long-standing Genesis Forwarding Services customer. Regular shipments are handled between Genesis Chicago and Heathrow. Genesis arranges pick up each Friday.

Harken is secure in the knowledge that the shipment will be handled by Genesis employees from door to

door, and that their goods are secure and protected on the Genesis consolidated pallet.

Each Saturday, after building the pallet in Chicago, the shipment is sent by air to the UK. Flexibility in working hours is vital to ensure the smooth running of the operation, both in Genesis Chicago where employees work on Saturdays and Genesis Heathrow where employees work on Sundays.

“Our customers need to know what is happening with their shipment and it is our job to ensure that they are kept informed at each and every stage.”

- Daniel Parsons, Genesis

After receiving the pallet on a Sunday, Genesis takes it to their Enhanced Remote Transit Shed where it is customs cleared, broken down into individual shipments and delivered on Monday.

Harken had an important oversized shipment that required special attention. Genesis successfully arranged for this shipment to travel on a specialist freighter aircraft, achieving both extremely competitive rates and arrival of the goods by the deadline.

Harken was more than impressed with the service from Genesis, especially as they were informed of every step of the shipment's

progress. Daniel Parsons, Genesis Business Development Executive, was dealing with this shipment.

“We welcome any opportunity to show our customers advanced levels of service and where Genesis is way ahead of our competitors. Our customers need to know what is happening with their shipment and it is our job to ensure that they are kept informed at each and every stage.”

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- Sam Bourne, Harken UK Ltd

Sam Bourne, Technical Sales Manager of Harken UK Ltd remarks “It's a pleasure dealing with such a quality operation.”

Genesis has wholly-owned locations throughout Europe, the USA, Asia Pacific and the Middle East. For further information, please visit www.genesis-forwarding.com



Daniel Parsons