



(Reflection Letter)
DISCOVERY FREIGHT & LOGISTICS LTD (INVOICING SYSTEM)

Dear DISCOVERY FREIGHT & LOGISTICS LTD,

We trust this letter finds you well.

We appreciate your decision to work with BrandBay Studios and value the partnership we have built throughout the project. We understand that you have requested a refund; however, after thorough consideration of the situation, we must respectfully decline the request due to several key factors outlined below.

Project Timelines and Progress

The project was agreed upon to be completed within a one-month timeline, we began on the 6th of August and concluded with a presentation on the 1st of September. By this time, BrandBay Studios had successfully completed and projected 100% of the management side of the project. The only remaining tasks involved hosting and the ZRA integration.

ZRA Integration

For the ZRA integration, we were dependent on the contracting company, DISCOVERY FREIGHT & LOGISTICS LTD, to provide a letter of commitment. The ZRA later required revisions to this letter, which resulted in further delays as the letter was forwarded for satisfactory purposes. BrandBay Studios submitted all necessary vendor requirements in a timely manner, and the subsequent delay was on the part of ZRA, not BrandBay Studios. The hold on the project at this stage was due to the API supplier (ZRA), and was beyond our control.

Hosting and Domain Management

Over a period of three weeks, BrandBay Studios requested the necessary credentials for hosting and domain management. However, we were directed to communicate with Zamnet, the company managing the hosting and domain retrieval process. Unfortunately, the person responsible for these credentials was unresponsive, and despite our best efforts to follow up as a gesture of goodwill, Zamnet eventually informed us that the system was under maintenance and the necessary credentials could not be retrieved. Additionally, the individual previously managing the host and domain no longer had access to these credentials.

Current Status

At present, the retrieval of the domain and host is still not possible, as Zamnet has confirmed that their system is under maintenance, which is a situation entirely beyond our control. On ZRA the commitment letter from the company must be revised and submitted back to ZRA.

Conclusion

While we understand the frustrations caused by these delays, it is important to note that the progress on our side was completed in accordance with the agreed timeline. The remaining delays stem from external factors, namely ZRA and Zamnet, over which BrandBay Studios had no authority. As such, we cannot accept the refund request, as the situation does not reflect a failure on our part to deliver the project as agreed.

We remain committed to assisting with the final stages of the project and hope that we can work together to bring it to completion once the external issues are resolved.

We sincerely appreciate your understanding and patience. Please feel free to reach out if you have any further questions or if you require additional clarification.

Kind regards,

BrandBay Innovation Studio

- Confidential