

Message

From:

Info I SJ Henderson Fulfilment
[info@sjhfulfilment.com]

Sent:

01/10/2025 17:11:55

To:

DPA

DPA

DPA

Ruach Music Ltd
[Stephen@RUACH-MUSIC.COM]

Subject:

Fw: Important Operational Update
at SJ Henderson Fulfilment

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Clients were BCC'd

Sent from [Outlook for iOS](#)

From: Info I SJ Henderson Fulfilment <info@sjhfulfilment.com>
Sent: Monday, September 29, 2025 13:10
To: Info I SJ Henderson Fulfilment <info@sjhfulfilment.com>
Subject: Important Operational Update at SJ Henderson Fulfilment

Dear Client,

I'm writing to inform you of an important operational update at SJ Henderson Fulfilment Ltd. Effective **31st October 2025**, we will no longer accept the use of the term or product name **"dropship"** in any movements into or out of our warehouse.

This decision has been made to ensure full compliance with customs requirements, maintain accurate product data, and align with both our internal terms and those of our courier partners. The term "dropship" introduces ambiguity that risks non-compliance, and we must now take decisive action to eliminate that risk.

What this means for you:

- For many of our clients, this change will have no impact on your operations, as the "dropship" process is not currently used or has never been part of your workflow with us.
- For those affected, any inventory received into our warehouse after 31st October that uses "dropship" or lacks a full product description will be held pending correction.
- You will be required to amend the ASN with accurate product information (including SKUs and descriptions).
- Only once the ASN is corrected will we proceed to book in the inventory for warehousing and fulfilment.

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We understand this may present challenges - particularly in scenarios where you are restocking urgently to fulfil customer orders. However, the risks associated with vague or incomplete declarations have proven too significant to ignore.

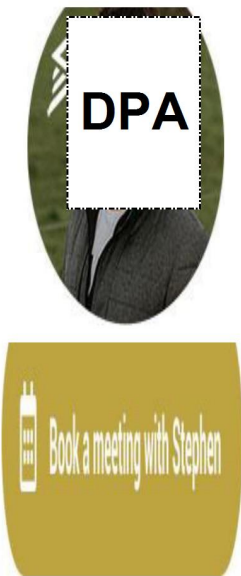
Please note:

- Goods must be warehoused with us **prior to sale**. This is a legal requirement for clients based in the **EU, ROI, and ROW**.
- For **UK clients**, if moving goods from **GB to NI**, you may use a Fast Parcel Operator (FPO) or haulier with appropriate customs declarations on the movement to NI. In such cases, pre-sold goods can be accepted, declared at-risk where required, but **full product details and SKUs must still be listed on the ASN** to ensure traceability.

We trust you understand the necessity of this executive decision. If you have any questions - whether operational, technical, or system-related - please don't hesitate to book a time with me via the link in my email signature, or call me during business hours on DPA If I'm unavailable, kindly leave a voicemail and I'll return your call as soon as possible.

Thank you for your continued partnership. We look forward to supporting you as we move into Q4.

Kind regards,
Stephen



Stephen Henderson
Director
SJ Henderson Fulfilment Ltd



DPA



info@sjhfulfilment.com



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Departments

General Enquiries, Quotes, Collections, Cancellations & Claims:
☐ support@sjhfulfilment.com
☐ DPA
Operational Planning, Warehouse Coordination & Portal

Financial Queries & Credit Notes:
☐ finance@sjhfulfilment.com
☐ DPA
Account Management, Forecasting & Strategic Planning:
☐ info@sjhfulfilment.com
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Management:

☐ operations@sjhfulfilment.com

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