

collaboration:

The serious failings in your copies is exactly why I produced the detailed report on the copied hinges with a view to improving the manufacturing processes involved to produce a compromise hinge that would suit both our needs. This report covered the issues I've referred to above, and several others, and was written at a time when I still had some respect for the way the company was handling this issue. It was offered in the belief that a collaboration was a real possibility and a way forward to our mutual benefit was possible, notwithstanding the starting point of the un-sanctioned copying.

This report involved a considerable amount of work and was delivered by email to James Oliver on April 14th, 2014 - I have included a copy here. You will see that at the end of it I suggest 2 possible dates for a meeting, pointing out that this is particularly important as I live in Shropshire and don't get to London very often. I also requested that I receive a quick email to confirm receipt. Despite the importance of this and my repeated requests this was never responded to or even acknowledged. When I did finally manage to bludgeon a response from JO a meeting was agreed for Monday, April 28th with him and Alex Isaac, for which I had to make a special trip to London. Time wasted is clearly of no interest to you, so long as it's not yours.

In that meeting the fact that the company had copied my hinges wasn't challenged beyond a weak attempt to divert the blame onto others, brushing it off saying LINLEY is a big company and the provenance of a particular item of hardware is difficult to keep track of. Collaborating was discussed in detail and JO agreed to send me details of UK companies that he'd been dealing with which he thought would be appropriate for us to work with. He also agreed to forward David Tansley's details [DT had set up the copying and manufacture of the hinge in China] so that we could also pursue that avenue.

I left with the impression that the matter of a future collaboration was seriously on the table. However, despite my best efforts to move things forward as had been discussed, the information from JO never materialised. But then nobody I've had contact with in your company has been any good at doing what they said they were going to do. My every attempt to communicate was ignored, and when I did finally extract a response, 8 weeks after that meeting, it was a brief, dismissive email from Alex Isaac, backtracking and effectively closing the door on any future cooperation.

So, despite the fact that collaborating was discussed in detail at that meeting, subsequent events indicate that a collaboration was never an option, that my time spent on this report was simply ignored and my work and time towards it wasted. This prevarication, evasion and pretence of a collaboration, apart from being discourteous to me and my efforts in the extreme, also substantially delayed my finding a new manufacturer which I had put on hold for obvious reasons.

None of this wasted time and effort is of any interest to you, of course - as has become crystal clear in all my dealings with your company, anyone else's time and effort is there for the wasting, just as long as YOUR time and effort isn't wasted.