

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.

If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I Doug Love, Lead Pratisationer, Trading Standards

(Insert name of applicant)

apply for the review of a premises licence under section 51 of the Licensing Act 2003, for the premises described in Part 1, below.

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description: Pick 'n' Save 29 Goldhawk Road	
Post town: London	Post code: W12 8QQ

Name of premises licence holder or club holding club premises certificate: Mr Charandeep Singh

Number of premises licence or club premises certificate: 2024/01092/LAPR

Part 2 - Applicant details

I am

Please tick ✓/yes

- 1) an interested party (please complete (A) or (B) below)
- a) a person living in the vicinity of the premises
 - b) a body representing persons living in the vicinity of the premises
 - c) a person involved in business in the vicinity of the premises
 - d) a body representing persons involved in business in the vicinity of the premises
- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates (please complete (A) below)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address	
Doug Love Lead Practitioner, Trading Standards Hammersmith Town Hall King Street London W6 9JU	
Telephone number:	07771 806 923
E-mail:	doug.love@lbhf.gov.uk

This application to review relates to the following licensing objective(s)

Please tick one or more boxes

- the prevention of crime and disorder
- public safety
- the prevention of public nuisance
- the protection of children from harm

Please state the ground(s) for review (please read guidance note 1)

This review relates to the alleged failure of the premise licensee to promote the licensing objective relating to the prevention of crime and disorder. Full details of the facts and allegations against the business follows.

The business

Pick 'n' Save is a small off-licence, which is operated by Mehar Retail Ltd., a company of which premises licence holder, Charandeep Singh, is one of three active directors. The company has operated for over 12 years. Mr Singh has held the premises licence since Summer 2024. Ronak Dipak Bhavsar, who I have not encountered, is the Designated Premises Supervisor. As far as I am aware, the previous licensee at this premises is not connected with the current management of the business.

Events prompting this application

04/02/25: Bill Masini, who at the time was an authorised officer working for both LBHF's Trading Standards and Licensing teams, visited the business, primarily to undertake a licence conditions compliance check.

As well as noting non-compliances with several conditions, he also seized 36 oversize nicotine vapes - RandM Tornado 9000 (18ml, nine times the maximum permitted legal size) & Hayati Pro Max 4000 (10ml). These are the types of vapes seized regularly in LBHF during the 2021 to 2023, although fewer were seen in 2024 and 2025, as there was widespread knowledge that they were illegal to supply.

- The vapes are not 'notified products' – all nicotine inhaling products are required to be notified to the appropriate authority prior to being placed on the market. There can be little assurance what the properties are of any non-notified vape: the items could be stronger than marked or contain ingredients not normally found in vaping liquids, which may be harmful to consumer.
- It would have taken just a moment's research to identify them as illegal to supply.
- Many 'illicit' products of this nature are distributed by organised crime groups that will not pay taxes that are due and may be involved in more serious criminality.

Mr Singh was said to be out of the country, but an e-mail address was supplied for him by the employee in the shop. Mr Masini informed me of the seizure and supplied this e-mail to me in the days that followed his visit.

March – October 2025: Attempts to get Mr Singh, or Mehar Retail Ltd, to engage with me regarding the illegal vapes were either ignored or resulted in a partial response. As a result, I reported the infringement to the Trading Standards Manager in September. I wrote with the outcome to Mr Singh and the company the following month.

I have replicated all relevant contact in the Appendix to this report.

Comments on the Appendix

- Someone – I assume Mr Singh (the e-mail is unsigned) – quickly acknowledged my original contact using the e-mail account that Mr Masini had been given. (*First e-mail on page 2*).
- Mr Singh responds using a different e-mail address, claiming he had no access to the one previously used. (*Second e-mail on page 3*).
- No one from the business has ever attended the training offered by Trading Standards, despite the strong recommendation to do so. (*Last e-mail on page 3*).

- The correspondence regarding single-use vapes, which were prohibited from supply from June 1st 2025, is only replicated to avoid confusion. This matter is not relevant to the review. (*Email and letter on page 5; second and final e-mails on page 8*).
- The letter replicated on page 6 followed the infringement being reported to the Trading Standards manager and (in a final attempt to get him to engage properly) afforded him the opportunity to avoid formal action by making 'representations'. Mr Singh's first email of 08/10/25 (*top email on page 8*) may have been an attempt to do so, but did not address the type of representations mentioned in the letter, notably the one suggesting that he should make a minor variation.
- There has been no response to my e-mail asking questions under caution about the invoice supplied for the vapes. (*Invoice on page 7; questions under caution on page 9*).

Recommendations

That the licensee has allowed this matter to reach the stage where this review application became necessary reflects poorly on his management of the premises. Had he, at any stage, engaged properly with Trading Standards throughout an investigation into what is, without wishing to minimise the clear criminal nature of stocking potentially unsafe products bought on the black market, a relatively routine matter, this review could have been avoided.

Had he responded, properly, to the letter dated 24/09/25 (*page 6 of the Appendix*) – a letter which recommended he sought independent legal advice and offered him the opportunity to discuss potential representations before submitting them – the review would most likely have been avoided.

The purchase of products which could easily have been identified as illegal is not preventing crime, even if it was done 'innocently'. The failure of Mr Singh to explain, when asked, how he came to purchase vapes from a Yorkshire company, identified as a 'wholesaler of textiles, apparently using a fake VAT number suggests to me that the purchase was recklessly made.

I request that the Licensing Sub-Committee to add the following condition to the licence and to make clear to Mr Singh, if they agree, that it is important for licensees to engage with Responsible Authorities (particularly those who are engaged with law enforcement) and that failing to comply with the condition in future is likely to result in stronger action and may lead to his licence being revoked.

If the Sub-Committee feels that illegal goods were purchased irresponsibly, whether intentionally or recklessly, it would also be legitimate, in my opinion, to consider whether the licence should be suspended for a period to allow a review of purchasing procedures, staff training and of current stock, or revoked on the basis that any responsible licensee would have not purchased such clearly illegal goods in the first place.

Condition requested to be added

The premises licence holder shall ensure a response to written enquiries from any responsible authorities is made within five working days.

Have you made an application for review relating to this premises before **No**

If yes please state the date of that application

Day Month Year

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If you have made representations before relating to this premises please state what they were and when you made them

N/A

Please tick ✓ yes

I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate

I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 3)

Signature of applicant or applicant’s solicitor or other duly authorised agent (See guidance not 4). **If signing on behalf of the applicant, please state in what capacity**

Signature: 

Date: 16/12/25

Capacity: Lead Practitioner, Trading Standards

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 5)

Post town	Post Code
-----------	-----------

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Appendix

Correspondence with Charandeep Singh

Letter from Trading Standards



Love Doug: H&F

To

Cc

Masini Bill: H&F

Retention Policy LBHF Permanently Delete (6 years)



Fri 14/03/2025 13:25

Expires Expiration Suspended (13/03/2031)



Hello, Charandeep.

Further to my colleague Bill Masini's visit to the shop yesterday, when I understand it was confirmed that you are the sole owner as well as the licensee and that this was the best e-mail address for you, please find a copy of the letter that I sent earlier in the week. It will be easier if you respond by e-mail.

I understand that you are out of the country for a couple of weeks, so if you cannot respond by the requested date, I'll be open to offering you a short extension.

Kind regards,

Doug

Doug Love

Lead Practitioner, Trading Standards
Hammersmith & Fulham Council
Hammersmith Town Hall, W6 9JU

London Borough of Hammersmith & Fulham
Trading Standards
Hammersmith Town Hall, W6 9JU
Tel: [REDACTED]
Email: [REDACTED]
Web: www.lbhf.gov.uk



Charandeep Singh
Pick 'n' Save
29 Goldhawk Road
London
W12 8QQ

Date: 12/03/25

Dear Mr Singh,

The Tobacco and Related Products Regulations 2016

I am writing further to a visit undertaken by my colleague, Bill Masini, to Pick 'n' Save, on 4th February 2025. I understand that he seized 36 illicit nicotine vapes during the visit. Possession for supply of these vapes is an offence under the above Regulations (a breach of Part 6), which I have been asked to investigate.

I understand that you are the licensee for the premises: if you are not also the owner of the business, please pass this letter on, or contact me to supply the correct details, as this offence is committed by the business (and potentially managers who are at fault).

However, as the licensee, offences of this nature indicate the premises is not promoting the 'prevention of crime' objective, so the contents do have some relevance to you – one of the options for my manager is to ask me to submit a licence review application.

Initially, could the appropriate person please supply invoices for the vapes in question – RandM Tornado 9000 and Hayati 4000 brands – or, if it is the case, confirm that the business does not have any. I will wait for your reply – **please aim to provide a response by 17th March** - before I decide upon the next steps.

Please contact me if anything in this letter needs further explanation or if you have any questions.

Yours sincerely,

Doug Love
H & F Trading Standards

Re: Letter from Trading Standards

MS Love Doug: H&F
Cc Masini Bill: H&F
Retention Policy LBHF Permanently Delete (6 years)
This sender from outside your organization.
You replied to this message on 18/03/2025 15:37.

Reply Reply All Forward

Tue 18/03/2025 15:32

Expires Expiration Suspended (17/03/2031)

Hello,

Hope you are doing well.

Firstly, I am really sorry for the late reply actually I am outside the country right now i am in Germany please allow me week time once i come back i will send the invoice along with the prof that I am outside of the country.

Many Thanks

[Yahoo Mail – Email Simplified](#)

RE: Letter from Trading Standards

Love Doug: H&F
To Mehar singh
Cc Masini Bill: H&F
Retention Policy LBHF Permanently Delete (6 years)
You replied to this message on 07/04/2025 15:38.

Reply Reply All Forward

Tue 18/03/2025 15:38

Expires Expiration Suspended (17/03/2031)

No problem, Charandeep – by the end of the month is fine. Thank you for acknowledging the e-mail.

Kind regards,

Doug

RE: Letter from Trading Standards

Love Doug: H&F
To Mehar singh
Cc Masini Bill: H&F
Retention Policy LBHF Permanently Delete (6 years)
You replied to this message on 25/04/2025 12:22.

Reply Reply All Forward

Mon 07/04/2025 15:38

Expires Expiration Suspended (06/04/2031)

Pick n Save let.docx
68 KB

Hello, Charandeep.

Do you think you'll be able to respond to the attached letter, soon? I think you suggested you would have been able to respond by now.

Kind regards,

Doug

RE: Letter from Trading Standards

Love Doug: H&F
To Mehar singh
Cc Masini Bill: H&F
Retention Policy LBHF Permanently Delete (6 years)
You replied to this message on 29/06/2025 18:07.

Reply Reply All Forward

Fri 25/04/2025 12:23

Expires Expiration Suspended (24/04/2031)

Hello, Charandeep.

I note that I have had no substantive response to my e-mails below, yet, despite you initially suggesting that I would have one by the end of March.

I encourage you to start engaging with me urgently, as there is evidence of an offence at the premises, which puts you at risk of prosecution and of Trading Standards applying to review the premises licence.

I apologise if this e-mail is fairly terse in tone, but I seem to have had a lot of people ignoring my correspondence recently and it is not good enough: if there appears to be breaches of laws that we enforce and the suspected offenders do not engage, it limits the potential resolutions that I can recommend to my manager.

I look forward to hearing from you before I go on leave at the end of next week.

Kind regards,

Doug

RE: Letter from Trading Standards

Love Doug: H&F
To: Mehar Singh
Cc: Masini Bill: H&F; [Redacted]
Retention Policy: LBHF Permanently Delete (6 years)

Reply Reply All Forward

Sun 29/06/2025 18:08

Expires: Expiration Suspended (28/06/2031)

Pick n Save let.docx
68 KB

Hello, Charandeep.

I first wrote to you three-and-a-half months ago about apparent offences in Pick 'n' Save. The only response I have had was on the 18th March, asking for additional time, but suggesting that you would respond shortly.

Since then, the two 'chasing' e-mails, below, have not received any response.

You are leaving me with no option but to report the evidence and recommend that the business is prosecuted and the licence reviewed. Please start engaging with me in the next week: if you do not, I may submit a report without further notice.

Am I correct in surmising that you remain as the Premises Licensee and that the company that operates the business is Mehar Retail Ltd (08744129)?

Yours sincerely,

Doug

Clarification Regarding Contact Email and Licence Information

Charandeep Singh [Redacted]
To: Love Doug: H&F
Retention Policy: LBHF Permanently Delete (6 years)

Reply Reply All Forward

Thu 03/07/2025 15:08

Expires: Expiration Suspended (02/07/2031)

This sender [Redacted] is from outside your organization.
You replied to this message on 04/07/2025 12:00.

Hello,

Hope you are doing well.

Myself Mr Charandeep Singh I am contacting on behalf of Pick N Save, 29 Goldwalk road, W12 8QQ.

I am writing to clarify that we recently became aware you have contacted us via the email address [Redacted] regarding the issue of vape selling. Please accept our sincere apologies, but we do not have access to that email account, as it belongs to the **previous licence holder**.

For all future communication, I kindly request you to use [Redacted] as this is the correct and active contact email for the current licence holder.

The previous licence holder has forwarded me the relevant information, and I am currently in the process of gathering the required documents. I will send them to you as soon as I have everything in place.

Thank you for your understanding and patience.

Many thanks,

RE: Clarification Regarding Contact Email and Licence Information

Love Doug: H&F
To: Charandeep Singh
Cc: Masini Bill: H&F
Retention Policy: LBHF Permanently Delete (6 years)

Reply Reply All Forward

Fri 04/07/2025 12:01

Expires: Expiration Suspended (03/07/2031)

Re: Letter from Trading Standards Outlook item
Pick n Save let.docx 68 KB
Training dates and content.pdf 220 KB

Hello, Charandeep.

Thank you for making contact with me. I will note to use this e-mail address in future. However, I am bound to note:

- The [Redacted] address was the one indicated by the member of staff, in the shop during the February visit, as the best one to use; and
- I received the attached response to my first e-mail from that address – I assumed from you.
- The [Redacted] address that I cc'd my last message to came, I believe, from Licensing records. Is this one still in use?

It is very important that staff left in charge of the shop have accurate contact details for you and know that they should supply them on request to authorised officers.

However, now we are in contact, let's start afresh. You say that you are gathering the requested information – ie. the legal name of the business and the invoices for the seized vapes. I assume that this should be with my fairly quickly? **Please provide the information or update me by the end of next week.**

I would also **strongly recommend** that you, and / or your DPS, Mr Bhavsar, attend the training that Trading Standards offers to retailers of age-restricted retailers. I have attached the details and I hope to receive a booking for the next session, on July 16th. The first place is charged at the full rate; other places are charged at the reduced rate shown.

Kind regards,

Doug

RE: Clarification Regarding Contact Email and Licence Information



Love Doug: H&F
To Charandeep Singh
Cc Masini Bill: H&F

Retention Policy LBHF Permanently Delete (6 years)

Expires Expiration Suspended (15/07/2031)



Wed 16/07/2025 16:23

You forwarded this message on 24/08/2025 17:27.

Find related messages

Hello, Charandeep.

I note that I have had no response from you since the e-mail below was sent, either in respect of the vapes, nor the training session which took place this afternoon.

I cannot understand your reluctance to engage with me. If you were to, there may be an argument that this matter can be resolved in an informal way. If you continue not to, there will be no options to choose from other than prosecution and reviewing the licence.

Regards,

Doug

FW: Clarification Regarding Contact Email and Licence Information



Love Doug: H&F
To Charandeep Singh
Cc Masini Bill: H&F

Retention Policy LBHF Permanently Delete (6 years)

Expires Expiration Suspended (23/08/2031)



Sun 24/08/2025 17:28

Dear Charandeep.

**The Tobacco and Related Products Regulations, 2016
Licensing Act 2003**

As you clearly have no intention of engaging with me, I will now have to report this matter to my manager, with a recommendation that she consider prosecuting you and Mehar Retail Ltd, who I understand operates Pick 'n' Save, and / or making an application to review your premises licence.

I am not going to invite you to an interview: I have sufficient evidence and it is a simple matter, but you can make any written comment you like, if you choose.

For clarity:

- I believe that you have committed an offence in having available for supply, on 4th February, 36 nicotine vapes which did not comply with Part 6 of the above Regulations. This is an offence by Regulation 48 of the Regulations and you may be liable to an unlimited fine or imprisonment for up to three months, if you are convicted at Magistrates Court.
- I believe purchasing vapes from the black market (which is what I assume has happened, given that I have never seen legitimate invoices for this type of vapes after nearly 100 seizures) shows that you are not promoting the licensing objective of 'Preventing crime and disorder', as required by the Licensing Act. If your licence is reviewed, it may be revoked and, if this happens, you will no longer be able to sell alcohol.

I will shortly be going on leave, from which I return on 8th September. Soon after that I will submit the report to my manager, so you have until then, if you do wish to send written comments.

Kind regards,

Doug

Single-use vapes



Love Doug: H&F
To Charandeeep Singh



Sun 24/08/2025 17:31

Retention Policy LBHF Permanently Delete (6 years)

Expires Expiration Suspended (23/08/2031)



Dear Charandeeep,

On another matter – the removal of 54 single-use vapes from the shop on 18th July – please find a letter attached, in conclusion of this matter (assuming you are content to allow us to dispose of the vapes for you).

Kind regards,

Doug

London Borough of Hammersmith & Fulham
Trading Standards
Hammersmith Town Hall, W6 9JU
Email: trading_standards@lbhf.gov.uk
Web: www.lbhf.gov.uk



Charandeeep Singh
Mehar Retail Ltd t/a
Pick 'n' Save
29 Goldhawk Road
London
W12 8QQ

Date: 24/08/25

Dear Proprietor,

The Environmental Protection (Single-use Vapes) (England) Regulations 2024

I write further to the recent removal of single-use vapes from your premises. For efficiency, much of the content is prepared: apologies if it is slightly impersonal.

The above Regulations mean that the vapes have been illegal to sell since 1st June and my understanding is that most, if not all, suppliers will refuse to give refunds or exchange old stock for legal items.

Date of seizure / surrender: 18/07/25

No. items seized / surrendered: 54

In many instances the vapes were surrendered for disposal immediately. If this did not happen, please confirm that you are happy for Trading Standards to dispose of them. If you do not object to this within one month of this letter, I will assume that you consent to this course of action.

Assuming the vapes are surrendered, this letter will conclude this matter.

I am not suggesting that all businesses receiving this letter were necessarily intending to sell the vapes, but please note the following to avoid committing an offence in future:

- You should ensure no single use items are on display. It is your responsibility to supply only legal goods, and it will be no defence if, I or my colleagues missed some when we inspected your stock.
- You should ensure that any single-use vapes in the shop are removed, immediately, even if you are not intending to sell them. If they are on the premises they may be sold by staff and will be considered to be 'in possession for supply'.
- If you sell vapes, you are required by the Waste Electrical and Electronic Equipment (WEEE) Regulations 2013 to accept used vapes for recycling, so you should have a means of disposing of them. If you do not currently have a 'recycling bin' for customers' used vapes, please ensure you obtain one and dispose of the vapes appropriately.

More information on both the Single-Use Vapes Regulations and the WEEE Regulations can be found here: [Single-use vapes ban: information for businesses - GOV.UK](#).

Please contact me if anything in this letter needs further explanation or if you have any questions.

Yours sincerely,

Doug Love
H & F Trading Standards

London Borough of Hammersmith & Fulham

Trading Standards
Hammersmith Town Hall, W6 9JU

Tel: [REDACTED]
Email: doug.love@lbhf.gov.uk
Web: www.lbhf.gov.uk



Charandeep Singh
Mehar Retail Ltd t/a
Pick 'n' Save
29 Goldhawk Road
London
W12 8QQ

Date: 24/09/25

By hand and e-mail to [REDACTED]

Cc: Mehar Retail R/O @ [REDACTED]

Dear Mr Singh,

The Tobacco and Related Products Regulations 2016

I am writing further to the seizure of non-compliant vapes from Pick 'n' Save on 04/02/25 by Bill Masini, and my regular, unanswered correspondence since then, most recently my e-mail of 24/08/25.

The seized vapes were not compliant with **Part 6 of the above Regulations** and having them in your possession for supply is evidence of an offence under **Regulation 48** of those Regulations. I believe the company has committed this offence. As a Director and the Premises Licensee, I believe you may also have individual liability under **Regulation 52**.

I have now reported the matter to my manager. She agrees with my recommendation that your failure to engage leaves us with no option but to take formal action, in line with our enforcement policy.

- She has asked me to prepare a prosecution file against the company and you as an individual. Should the matter result in a conviction, we will ask the Court to award our full costs against you, in addition to whatever penalty they issue.
- She has also asked that I prepare an application to review the premises licence, so that Councillors are able to take a view of the alleged failure to observe the "prevention of crime..." licensing objective.

However, there is pressure on all enforcement teams to use resources effectively. Taking prosecutions and submitting review applications uses a lot of officer time and we are aware of the pressure on the Court system, which has large backlogs that are unlikely to lessen in the short term.

For these reasons, before I do these things, we will allow you a short period in which to make representations to us about these decisions (ie. submit arguments against the need for a prosecution and/or review application and offer an acceptable alternative). We will consider any representations you make and if we think an appropriate solution is being offered, we will not proceed with the proposed actions.

- **IT IS ENTIRELY YOUR CHOICE WHETHER TO MAKE REPRESENTATIONS.**
- **I STRONGLY RECOMMEND THAT YOU SEEK INDEPENDENT LEGAL ADVICE BEFORE DECIDING WHETHER TO MAKE REPRESENTATIONS.**
- **YOU HAVE ONLY UNTIL WEDNESDAY 15th OCTOBER TO SUBMIT REPRESENTATIONS**

The type of representations you may choose to make are up to you but may include the following.

- Your willingness to sign a (company and/or individual) caution, admitting the offences.
- Your willingness to make a contribution to the costs of the investigation.
- Your willingness to make a minor variation to add, at least, the following condition to the premises licence: "*The licensee, or another appropriate person from the business, will respond to enquiries from officers of responsible authorities within five working days of the enquiry being made.*"

We believe that if a resolution could be achieved without a prosecution and/or review being necessary, you will benefit - as well as Trading Standards and the Courts - by avoiding the strong likelihood of a conviction that would:

- potentially restrict your opportunity to travel or gain future employment;
- take your time and most likely cause you added stress; and
- be likely to cost you a considerable amount in fines, costs and a victim surcharge, even if you do not have to pay for your own legal advice;
- safeguard the premises licence against potential suspension or revocation.

It is, however, your choice.

If you wish to have a discussion with me before making representations, I will be available up to 8th October, after which I will be away for a few days leave. Representations should be made directly to my manager at [REDACTED] (please cc me) or to the address at the top of this letter.

Yours sincerely

Doug Love
H & F Trading Standards

Re: Clarification Regarding Contact Email and Licence Information

CS Charandeep Singh
To Love Doug: H&F
Cc Masini Bill: H&F

☺ Reply ↶ Reply All → Forward 👤 ⋮

Sat 04/10/2025 13:32

Retention Policy LBHF Permanently Delete (6 years)

Expires Expiration Suspended (03/10/2031)

- 📘 This sender [redacted] is from outside your organization.
- 📘 You replied to this message on 09/10/2025 17:33.

📄 Invoice PNS.pdf
128 KB

Hello,

we are sorry for the late reply we are searching for the invoice and we just found the invoice please find the attached invoice as requested.

Many Thanks

INVOICE

FROM:
SUSAS WHOLSALERS LTD
Company No: 13690088
Vat No: 395 365 555
susawholesalersltd@gmail.com
33B Harehills Road, Leeds, LS8 5HR

BILL TO:
MEHAR RETAIL LTD
T/A PICK N SAVE
ADDRESS: 29 GOLDWALK ROAD,
W12 8QQ

INVOICE # 50295 **INVOICE DATE** 23/07/2024

QTY	DESCRIPTION	UNIT PRICE	AMOUNT
200	crystal 600	2.00	400.00
160	Lost mary bm600	2.10	336.00
30	Hayati 4k	5.75	172.50
30	R&M TORNADO	4.85	145.50
75	Gotech	5.50	412.50
150	elf bar 600	2.00	300.00
	Subtotal		1,766.50
	VAT 20.0%		353.30
	Total		£2,119.80

TERMS & CONDITIONS
SUSAS WHOLSALERS LTD
Acc-70024907
Sc-821107

Re: Clarification Regarding Contact Email and Licence Information

CS Charandeeep Singh [redacted]
To Love Doug: H&F
Cc Masini Bill: H&F
Retention Policy LBHF Permanently Delete (6 years)
This sender [redacted] is from outside your organization.

Reply Reply All Forward [Share] [More]

Expires Expiration Suspended (07/10/2031)

Wed 08/10/2025 10:24

Hello,
We acknowledge the receipt of your mail and letter from back in February regarding the invoice. We had been searching for the document but were unable to locate it earlier, which caused the delay.
During the period between February and now, I have traveled to Germany at least four times due to personal reasons. Additionally, we lost access to our previous email account ([redacted]) and had informed you about our new email ID accordingly.
We have now found the invoice and are sending it to you directly. I hope you understand the situation — due to personal emergencies and health issues, including migraine, I was unable to fully focus on work and paperwork.
Thank you for your patience and understanding.
Warm regards,
Charandeeep Singh

Re: Single-use vapes

CS Charandeeep Singh [redacted]
To Love Doug: H&F
Retention Policy LBHF Permanently Delete (6 years)
This sender [redacted] is from outside your organization.
You replied to this message on 08/10/2025 20:00.

Reply Reply All Forward [Share] [More]

Expires Expiration Suspended (07/10/2031)

Wed 08/10/2025 10:31

Hello,
We are aware of the situation regarding the 54 single-use vapes that were taken on 18th July.
To clarify, we had originally purchased these items when they were still legal. We still had some remaining stock, which was meant to be returned to the supplier in accordance with the new regulations. That is the reason the items were kept below the counter — we could not store them in the office (as not everyone has access) or in the storeroom (due to security concerns).
Before we could return them, or before the supplier could collect them, you took the 54 single-use vapes. This has resulted in a loss on our end, which we find unfair and concerning.
We hope you understand the seriousness of this matter and request that you address it at the earliest.
Kind regards,

RE: Single-use vapes

Love Doug: H&F
To Charandeeep Singh
Cc Masini Bill: H&F
Retention Policy LBHF Permanently Delete (6 years)

Reply Reply All Forward [Share] [More]

Expires Expiration Suspended (07/10/2031)

Wed 08/10/2025 20:00

Hello, Charandeeep.
I regard the matter of the single-use vapes being completed.
In my letter, sent on 24/08/25, I explained that I would regard the items as surrendered and dispose of them within one month if I did not hear from you to the contrary in that time. I did not hear from you.
It is unfortunate if you have lost money, but the change in the law was widely publicised and alternative products available, so if you were left with stock you could not sell, that is down to your stock control, I'm afraid.
Who is your supplier? Were you really expecting them to visit the shop to pick up unused stock? I understood most reputable suppliers were saying that they would not refund stock that retailers attempted to return. The reason for this is that they would not get a refund from their suppliers.
If, of course, the items came from the less reputable suppliers selling without paperwork or written terms & conditions re refunds - in places like Charles House, for instance - or from someone selling door-to-door, there is very little chance you would ever get your money back.
Also, although you say they were waiting for return, is this true? I would be surprised that anyone would have thought it was sensible to leave illegal vapes, loose under the counter, where they could accidentally be put on the shelves, or sold. Even if they couldn't be left in the office or storeroom, it would have seemed sensible to wrap them in something and mark them for return.
I be in touch after I return from a short period of leave and have reported the other matter.
Kind regards,
Doug

RE: Clarification Regarding Contact Email and Licence Information



Love Doug: H&F
To: Charandeep Singh
Cc: Masini Bill: H&F

Retention Policy | LBHF Permanently Delete (6 years)



Thu 09/10/2025 17:33

Expires Expiration Suspended (08/10/2031)

Dear Charandeep,

I have reviewed the invoice you provided and I have a few questions about it. As I am asking questions in relation to a suspected offence, please note that if you choose to answer the questions, I have to caution you that:

You do not have to say anything, but it may harm your defence if you do not mention when questioned something which you later rely on in court. Anything you do say may be given in evidence.

You have a right to seek legal advice before responding.

- I note that Companies House records Susawholsalers Ltd as being a textile wholesales (see below). How did your company come to be buying vapes from them? Did you visit a premises operated by them? Did they come to the shop?

SUSAWHOLSALERS LTD

Company number **13690088**

Follow this company

Overview [Filing history](#) [People](#) [More](#)

Registered office address
37 Bradford Road, Cleckheaton, England, BD19 3JN

Company status	Dissolved on
Dissolved	17 December 2024
Company type	Incorporated on
Private limited Company	19 October 2021

Accounts	Confirmation statement
Last accounts made up to 31 October 2022	Last statement dated 18 October 2023

Nature of business (SIC)
46410 - Wholesale of textiles

- Was this the only time that you bought from the company?
- From the checks I have done, the VAT number on the invoice is false (see below). Did you do any checks to verify that Susawholsalers Ltd were a reputable company? Please describe the checks you took.



Invalid UK VAT number

You searched for '395365555'.

This does not match the VAT number of any UK VAT-registered business.

Search completed on 9 October 2025 at 3:28pm (BST).

- Was the invoice given to you at the time of purchase, at the time of delivery, or some time later?
- Did you seek any advice about the legality of the vapes you purchased? If so, from whom / where did you look? Did you believe that all the vapes listed on the invoice were legal to sell (up until the general ban on single-use vapes came in at the start of June 2025)?

If you choose to answer these questions, please do so by Monday 20th October.

Kind regards,

Doug