

Falk Culinair



DLF-548-51088: Not our customer - Ticket #19537284

Department: Social Media**Owner:** Unassigned**Type:** Customer Feedback**Status:** Open**Priority:** Normal**Created:** 09 July 2023 07:35 AM **Updated:** 09 July 2023 07:35 AMPosts

Trustpilot <https://www.trustpilot.com/>

(User)

M.M LEFT A NEW REVIEW

HI NEIL CORKE,

M.M just left a new 1-star review of www.falkculinair.co.uk:

I purchased 4 cookware items in black fraidy sale from Falk UK store, there was incident where mail post suddenly hold package for one month, due to strike, which look very suspicious. After checking the items turned out two items appeared manufacture defect, one lid appeared hit by another extreme force such hammer for example, and the rim of Sauté pan look uneven and the lid can't seal it. When I complaint to UK Falk, they deny this fact, but put blame on currier when they ship internationally. Aramex sent its team to investigate and their results confirm the damaged items not due to shipping, but from factory. Falk UK refuse accept any returns, in excuse one month past, they refuse accept strike as excuse to expand warranty. But strikes at mail office is legitimate and legal excuse at law, same as natural disaster. UK Flak should accept returns even after one month passes because the strike is un-controllable from my side. Which by low and court except this excuse and grant return and refund. What surprise me more further, when I contact Falk at headquarter in Belgium, not only refuse my demand, but also threaten me if I reveal these information's to anyone. This whole situation is very suspicious from begging. Please be careful!

See this review and reply

[\[https://businessapp.b2b.trustpilot.com/reviews/64410a4689067360e86c30da/?locale=en-gb&businessUnitId=4d949bf200006400050f55bf\]](https://businessapp.b2b.trustpilot.com/reviews/64410a4689067360e86c30da/?locale=en-gb&businessUnitId=4d949bf200006400050f55bf)

Or see the review on your profile page:

<https://uk.trustpilot.com/reviews/64410a4689067360e86c30da>[\[https://uk.trustpilot.com/reviews/64410a4689067360e86c30da\]](https://uk.trustpilot.com/reviews/64410a4689067360e86c30da)

Trustpilot A/S

Pilestraede 58, 5th Floor, 1112 Copenhagen K

Company no.: 30276582

To manage your notifications, please go to your account settings
[<https://businessapp.b2b.trustpilot.com/settings/notifications>].

Posted on: 01 July 2023 04:15 PM

Trustpilot <https://www.trustpilot.com/>

(User)

M.M JUST UPDATED A REVIEW

HI NEIL CORKE,

M.M has updated their 1-star review of www.falkculinair.co.uk:

I purchased 4 items in black fraidy sale from UK store, there was incident when mail post suddenly hold package for one month duration, because of strike, which look very suspicious from beginning. After checking the items turned out two items appeared manufacture defect, one lid look hit by another extreme force such hammer, other item is Sauté pan have uneven rim, the lid cant seal it. When I complaint to UK Falk, they deny these facts and put blame on currier. Aramex did their best and sent its team to investigate, their results confirmed the damaged items not because of shipping, but from factory. Falk at UK refuse to accept any returns or refunds, in excuse of one month past, they refuse to accept the strike at mail office is true excuse to expand warranty, and it is legitimate and legal excuse at law, considered same as natural disaster, because it is un-controllable from buyer side. What surprise me even more, when I contact Falk at headquarter in Belgium, not only they reject my claims, but also threaten me to take action against me if I reveal these information's to anyone. The items cost a lot, and now they are useless for me. I never have this experience before from any company I delt before. Please be careful!

See updated review

[<https://businessapp.b2b.trustpilot.com/reviews/64410a4689067360e86c30da/?locale=en-gb&businessUnitId=4d949bf200006400050f55bf>]

Or see the review on your profile page:

<https://uk.trustpilot.com/reviews/64410a4689067360e86c30da>

[<https://uk.trustpilot.com/reviews/64410a4689067360e86c30da>]

Trustpilot A/S

Pilestraede 58, 5th Floor, 1112 Copenhagen K

Company no.: 30276582

To manage your notifications, please go to your account settings
[<https://businessapp.b2b.trustpilot.com/settings/notifications>].

Posted on: 02 July 2023 12:00 PM

Trustpilot <https://www.trustpilot.com/>

(User)

M.M JUST UPDATED A REVIEW

HI NEIL CORKE,

M.M has updated their 1-star review of www.falkculinair.co.uk:

I purchased 4 items in black fraidy sale from UK store, there was incident when mail post suddenly hold package for one month duration, because of strike, which look very suspicious from beginning. After checking the items turned out two items appeared manufacture defect, one lid look hit by another extreme force such hammer, other item is Sauté pan have uneven rim, the lid cant seal it. When I complaint to UK Falk, they deny these facts and put blame on currier. Aramex did their best and sent its team to investigate, their results confirmed the damaged items not because of shipping, but from factory. Falk at UK refuse to accept any returns or refunds, in excuse of one month past, they refuse to accept the strike at mail office is true excuse to expand warranty, and it is legitimate and legal excuse at law, considered same as natural disaster, because it is un-controllable from buyer side. What surprise me even more, when I contact Falk at headquarter in Belgium, not only they reject my claims, but also threaten me to take action against me if I reveal these information's to anyone. The items cost a lot, and now they are useless for me. I never have this experience before from any company I delt before. Please be careful!

See updated review

[<https://businessapp.b2b.trustpilot.com/reviews/64410a4689067360e86c30da/?locale=en-gb&businessUnitId=4d949bf200006400050f55bf>]

Or see the review on your profile page:

<https://uk.trustpilot.com/reviews/64410a4689067360e86c30da>

[<https://uk.trustpilot.com/reviews/64410a4689067360e86c30da>]

Trustpilot A/S

Pilestraede 58, 5th Floor, 1112 Copenhagen K

Company no.: 30276582

To manage your notifications, please go to your account settings
[<https://businessapp.b2b.trustpilot.com/settings/notifications>].

Posted on: 02 July 2023 12:00 PM

Trustpilot <https://www.trustpilot.com/>

(User)

M.M JUST UPDATED A REVIEW

HI NEIL CORKE,

M.M has updated their 1-star review of www.falkculinair.co.uk:

I purchased 4 items in black fraidy sale from UK store, there was incident when mail post suddenly hold package for one month duration, because of strike, which look very suspicious from beginning. After checking the items turned out two items appeared manufacture defect, one lid look hit by another extreme force such hammer, other item is Sauté pan have uneven rim, the lid cant seal it. When I complaint to UK Falk, they deny these facts and put blame on currier. Aramex did their best and sent its team to investigate, their results confirmed the damaged items not because of shipping, but from factory. Falk at UK refuse to accept any returns or refunds, in excuse of one month past, they refuse to accept the strike at mail office is true excuse to expand warranty, and it is legitimate and legal excuse at law, considered same as natural disaster, because it is un-controllable from buyer side. What surprise me even more, when I contact Falk at headquarter in Belgium, not only they reject my claims, but also threaten me to take action against me if I reveal these information's to anyone. The items cost a lot, and now they are useless for me. I never have this experience before from any company I delt before. Please be careful!

See updated review

[<https://businessapp.b2b.trustpilot.com/reviews/64410a4689067360e86c30da/?locale=en-gb&businessUnitId=4d949bf200006400050f55bf>]

Or see the review on your profile page:

<https://uk.trustpilot.com/reviews/64410a4689067360e86c30da>

[<https://uk.trustpilot.com/reviews/64410a4689067360e86c30da>]

Trustpilot A/S

Pilestraede 58, 5th Floor, 1112 Copenhagen K

Company no.: 30276582

To manage your notifications, please go to your account settings

[<https://businessapp.b2b.trustpilot.com/settings/notifications>].

Posted on: 02 July 2023 12:05 PM

Trustpilot <https://www.trustpilot.com/>

(User)

HI NEIL CORKE,

Unfortunately, M.M hasn't replied to your request for more information about their experience.

What next?

You can write a reply if you haven't already, or flag the review.

Go to review

[<https://businessapp.b2b.trustpilot.com/reviews/64410a4689067360e86c30da?businessUnitId=4d949bf200006400050f55bf>]

Trustpilot A/S

Pilestraede 58, 5th Floor, 1112 Copenhagen K

Company no.: 30276582

To manage your notifications, please go to your account settings

[<https://businessapp.b2b.trustpilot.com/settings/notifications>].

Posted on: 04 July 2023 04:25 PM

Trustpilot <https://www.trustpilot.com/>

(User)

M.M DISAGREED WITH YOUR UPDATE REQUEST

On 7 July 2023, you asked M.M to move their review to the correct domain.

The reviewer hasn't updated their review as they disagreed with your request.

Not good company! Please read.

I purchased 4 items in black fraidy sale from UK store, there was incident when mail post suddenly hold package for one month duration, because of strike, which look very suspicious from beginning. After checking the items turned out two items appeared manufacture defect, one lid look hit by another extreme force such hammer, other item is Sauté pan have uneven rim, the lid cant seal it. When I complaint to UK Falk, they deny these facts and put blame on currier. Aramex did their best and sent its team to investigate, their results confirmed the damaged items not because of shipping, but from factory. Falk at UK refuse to accept any returns or refunds, in excuse of one month past, they refuse to accept the strike at mail office is true excuse to expand warranty, and it is legitimate and legal excuse at law, considered same as natural disaster, because

it is un-controllable from buyer side. What surprise me even more, when I contact Falk at headquarter in Belgium, not only they reject my claims, but also threaten me to take action against me if I reveal these information's to anyone. The items cost a lot, and now they are useless for me. I never have this experience before from any company I delt before. Please be careful!

Flag the review

[<https://businessapp.b2b.trustpilot.com/reviews/64410a4689067360e86c30da?action=report&businessUnitId=4d949bf200006400050f55bf&reason=otherCompany>]Write a public reply
[<https://businessapp.b2b.trustpilot.com/reviews/64410a4689067360e86c30da?businessUnitId=4d949bf200006400050f55bf>]

Flag a different issue

[<https://businessapp.b2b.trustpilot.com/reviews/64410a4689067360e86c30da?action=report&businessUnitId=4d949bf200006400050f55bf>]

Trustpilot A/S

Pilestraede 58, 5th Floor, 1112 Copenhagen K

Company no.: 30276582

To manage your notifications, please go to your account settings [<https://businessapp.b2b.trustpilot.com/settings/notifications>].

Posted on: 08 July 2023 02:40 PM

Trustpilot ##- Please type your reply above this line -##

Content ...

(User) Hi Culinary Concepts Limited,

Thanks for reaching out to Trustpilot's [Content Integrity Team](#). We've received your inquiry entitled 'Not our customer', and we're here to help.

We wanted to let you know that we're experiencing high volumes of inquiries, resulting in longer response times than we'd hoped for. We aim to reply to you within 10 working days.

In the meantime, you can check our [Help Center](#) for useful information. If you need to send us updates or extra information, please reply to this email without changing the subject line.

Thanks again for contacting us.

Trustpilot Content Integrity Team

This email is a service from Trustpilot Content Integrity.

[V9Z0YG-YDZ5R]

Posted on: 08 July 2023 03:15 PM

Trustpilot ##- Please type your reply above this line -##
Content ...

(User)

Salma A, Jul 8, 2023, 15:36 GMT+1

Hi,

Thanks for getting in touch.

I understand your concerns. We are currently investigating the case and will get back to you as soon as possible. Rest assured we will take the appropriate action.

If you have any questions, please let us know by replying to this email.

Kind regards,

![[Salma](https://images-static.trustpilot.com/compliance/signatures/signature9349310097949.png)]

Culinary Concepts Limited, Jul 8, 2023, 15:12 GMT+1

****Culinary Concepts Limited**** (08/07/2023 14:12)

I am sending this message as flagging the review did not provide anywhere to fully explain the situation.

The person who posted this review is not a customer of Falk Culinair UK and has never purchased anything from us, or the website associated with this Trustpilot account which is falkculinair.co.uk. He has never directed any complaint to our company and we have had no contact with him.

I called the manufacturer in Belgium after seeing the review last week who was aware of this person and advised that he purchased goods from Europe Copper Limited, which is another distributor, a competitor of ours, and a separate legal entity.

In addition, we do even sell the goods purchased by the reviewer and subject to his review.

As you will note from a cursory review of this Trustpilot profile we have received approximately 700 reviews of which of 99% are positive. We have been trading for 15 years and have never refused to deal with any problem that a customer has experienced and are proud of our reputation. In the circumstances we object to that reputation being tarnished by a review posted by someone who never dealt with us.

We are more than willing to provide you with any additional information required.

Regards,

Amelia Powell

This email is a service from Trustpilot Content Integrity.

[V9Z0YG-YDZ5R]

Posted on: 08 July 2023 03:40 PM

Trustpilot ##- Please type your reply above this line -##
Content ...

(User)

Salma A, Jul 8, 2023, 15:45 GMT+1

Hi Culinary Concepts Limited,

Thanks for your inquiry about the review by M.M, which you flagged for being about a different business.

We've now read the review and found nothing to suggest it's for another business, so we won't be taking further action.

If you don't recognize the reviewer, you can reach out to them for more information using our Find Reviewer tool, if you haven't already done so. If you get a response but still don't recognize the reviewer, or after three days without a response, a new flagging option will become available: *****"Not based on a genuine experience"*****. Please note that you can only flag the review for this reason if it was written within the past 12 months, since we don't expect reviewers to keep documentation of their experience for a longer period of time than that.

If you've got any questions, you can ask us by replying to this email.

Thanks,

![Salma](https://images-static.trustpilot.com/compliance/signatures/signature9349310097949.png)

This email is a service from Trustpilot Content Integrity.

[W4RY1X-4VK0R]

Posted on: 08 July 2023 03:50 PM

Trustpilot ##- Please type your reply above this line -##
Content ...

Hi Culinary Concepts Limited,
(User)

Thanks for reaching out to Trustpilot's [Content Integrity Team](#). We've received your inquiry entitled 'Not our customer', and we're here to help.

We wanted to let you know that we're experiencing high volumes of inquiries, resulting in longer response times than we'd hoped for. We aim to reply to you within 10 working days.

In the meantime, you can check our [Help Center](#) for useful information. If you need to send us updates or extra information, please reply to this email without changing the subject line.

Thanks again for contacting us.

Trustpilot Content Integrity Team

This email is a service from Trustpilot Content Integrity.

[L73ENG-G5LWR]

Posted on: 08 July 2023 04:15 PM

Trustpilot ##- Please type your reply above this line -##
Content ...

(User)
Kaloyan R, Jul 9, 2023, 07:34 GMT+1

Hello Culinary Concepts Limited,

Hope this e-mail finds you well and thank you for replying back to us.

In case that you don't recognize the reviewers or you don't think they've had a genuine experience with your company, please note that you must first try to get in touch with them using our Find Reviewer tool before we can attempt to verify their experience. Just follow these steps:

Use the Find Reviewer function in your business account. This lets you directly request more information from the reviewer.

As soon as the reviewer replies, or if 3 days pass without a reply, a new flagging option will become available to you: "Not based on a genuine experience". You can flag the review for this reason.

As a reminder, we only assess a review for the reason it was flagged. And please keep in mind that an experience is not limited to purchasing a product or placing an order.

You can check the following link for more information: <https://support.trustpilot.com/hc/en-us/articles/115012251668--How-to-find-information-about-reviewers>

In regards to the current flagging, we want to inform you that we can remove a review if it clearly indicates it's for another business, like if it describes buying a handbag and your business sells insurance.

If you've got any questions, you can ask us by replying to this email.

Thanks,

![Kaloyan](https://images-static.trustpilot.com/compliance/signatures/signature8886470664733.png)

Culinary Concepts Limited, Jul 8, 2023, 16:13 GMT+1

****Culinary Concepts Limited**** (08/07/2023 15:13)

Thank you for the quick response. I am not sure I flagged this properly as I have not had to do this before.

The problem we have is although the review refers to our business, the person who wrote the review is not our customer and purchased his goods from another distributor.

We previously requested the reviewer identify himself, but your email of 04 July advised that he did not respond to you.

I would be most grateful if you could advise me how to flag this correctly, or what action I need to take as I can't imagine you permit strangers to post derogatory reviews about companies they have never dealt with.

Regards

Amelia Powell

This email is a service from Trustpilot Content Integrity.

[L73ENG-G5LWR]

Posted on: 09 July 2023 07:35 AM