

Falk Culinair



FBV-532-62034: FW: [EXTERNAL] Re: FEDEX 281236876697

Department: Neil's Email**Owner:** Unassigned**Type:** Admin**Status:** Resolved**Priority:** Normal**Created:** 12 November 2024 03:00 PM **Updated:** 12 November 2024 03:00 PM

Posts

**Falk
Culinair**

(User) Van: TNT BE Customer Care
Datum: vrijdag 8 november 2024 om 15:47
Aan: "bel-gts-import@fedex.com"
CC: Falk Culinair
Onderwerp: RE: Re: FEDEX 281236876697

Dear Mr.Van Achter,

Thank you for your patience. I have just received word that the custom clearance has been completed and that your shipment will be delivered on Monday 11-11-2024. We apologize for the inconvenience.

Wij waarderen uw feedback, hieronder vindt u een link naar een korte enquête.Vragen 2 & 3 geven u de mogelijkheid om mijn service als agent te beoordelen. De overige vragen bieden u de kans om uw algemene ervaring met FedEx te evalueren. (EN / NL)

Kind regards, Met vriendelijke groeten,

Cemil Tasdemir | Customer Care Representative | FedEx | Customer Care Center Benelux |
fedex.com

The FedEx Shipping Channel offers clear videos and guides to assist you in trouble free shipping. Visit FedEx Shipping Channel NL to learn more.

----- Original Message -----

From: BEL-GTS-IMPORT [bel-gts-import@fedex.com]

Sent: 08/11/2024, 15:14

To: customer.service.belux@fedex.com; jan@falkculinair.com

Subject: RE: Re: FEDEX 281236876697

Hi

Shipment is cleared/released by customs and can go out for delivery

Best regards

Daniella Deraedemaeker | Clearance Broker-Senior (ID) | FedEx Express •Office 0032.2.752.7575 •
Bedrijvenzone Machelen Cargo 711, 1830 Machelen, Belgium • fedex.com

From: Falk Culinair

Sent: Thursday, November 7, 2024 12:44 PM

To: TNT BE Customer Care ; BEL-GTS-IMPORT

Subject: Re: [EXTERNAL] Re: FEDEX 281236876697

Hi,

This parcel stil has not been delivered to me. The delivery day is pushed forward every day without any notification. Your tracking is useless, your telephone assistance is a disaster and you don't seem to bother to even respond to an urgent email inquiry. This is by far the most crap service I have come across in years !!

Culinary regards, met culinaire groeten,

Jan Van Achter
Managing Director
Falk Culinair NV
Dijkstraat 52
3150 Wespelaar
Belgium

Tel: +32 16 60 21 69

Email: jan@falkculinair.com

Website: www.falkculinair.com

Van: TNT BE Customer Care >

Datum: woensdag 6 november 2024 om 12:00

Aan: "BEL-GTS-IMPORT@FEDEX.COM" >

CC: Falk Culinair >

Onderwerp: RE: [EXTERNAL] Re: FEDEX 281236876697

Hi Colls,

Can you please assist the cm further ?

Thanks

Wij waarderen uw feedback, hieronder vindt u een link naar een korte enquête. Vragen 2 & 3 geven u de mogelijkheid om mijn service als agent te beoordelen. De overige vragen bieden u de kans om uw algemene ervaring met FedEx te evalueren. (EN / NL)

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Sedef Emecen | Customer Care Representative | FedEx | Customer Care Center Benelux |
fedex.com

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----- Original Message -----

From: Falk Culinair [jan@falkculinair.com]
Sent: 06/11/2024, 10:57
To: customer.service.belux@fedex.com
Subject: [EXTERNAL] Re: FEDEX 281236876697

Caution! This email originated outside of FedEx. Please do not open attachments or click links from an unknown or suspicious origin.

Beste,

Waarom is dit pakket nog steeds niet geleverd??

Dit is al sinds 02/11 in jullie depot in Machelen en werd in express verzonden!!!!

Dringend update aub

Culinary regards, met culinaire groeten,

Jan Van Achter
Managing Director
Falk Culinair NV
Dijkstraat 52
3150 Wespelaar
Belgium

Tel: +32 16 60 21 69
Email: jan@falkculinair.com
Website: www.falkculinair.com

Fout! Bestandsnaam niet opgegeven.
[Afbeelding verwijderd door afzender.]

Posted on: 12 November 2024 03:00 PM

**Falk
Culinair**

(User) Van: BEL-GTS-IMPORT
Datum: vrijdag 8 november 2024 om 15:15
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Onderwerp: RE: [EXTERNAL] Re: FEDEX 281236876697

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Email: jan@falkculinaire.com

Website: www.falkculinaire.com

[Afbeelding verwijderd door afzender.]

Posted on: 12 November 2024 03:00 PM