

You've got an edited 1-star review

Reply due: 7h 1m 19s Resolution due: 1d 19h 1m SLA plan: Default 12 Hours Plan Created: 21 December 2025 11:42 AM Updated: 21 December 2025 11:42 AM

DEPARTMENT	OWNER	TYPE	STATUS	PRIORITY
Social Media	Unassigned	Customer Feedbac...	Open	Normal

Start typing to insert tags...

Page 1 of 1 [View All](#)

[« Previous Ticket](#) [Next Ticket »](#)



Trustpilot USER

Posted on: 21 December 2025 11:42 AM



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

M.M JUST UPDATED A REVIEW

HI CULINARY CONCEPTS LIMITED,

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

I purchased 4 items on Black Friday from Flak UK store. There was an incident, a sudden strike at Aramex. They hold the package for one month, but this incident looks very suspicious. It had not happened before and had an unexpected result. After i receive it, I discovered two items that appeared to be a manufacturing defect. One lid looks like being hit by another sharp extreme force such as a hammer. Another lid has an uneven rim "cannot" happen but only by defective manufacturing. All items are perfectly secure shipping, impossible any force can cause this damage. I sent sufficient evidence, such as photos (and i still have them), to Falk Uk as proof, but denied these facts, and put blame on Aramex, asking me to get a refund from them, which is an unfair and false accusation. Falk in the UK refuse to accept any returns or refunds, in excuse of one month. They refuse to accept the strike incident is a legitimate excuse, particularly the damaged pans due to manufacturing defects. So this behavior from the UK store is an unfair, unreliable and untrustworthy store. A more shocking surprise, when I notified Falk at headquarters in Belgium, not only did they know everything in advance plus reject my claims, but also threatened me to take action against me if I revealed this information to anyone. This company is unreliable, untrustworthy, and very dangerous. I have lost all the money i paid, the items are unusable, and no one is helping me to solve my issue. I never had this experience before from any company I dealt with 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>].

