

Falk Culinair



## DGT-810-27460: Your Falk Culinair Order (203509)

**Department:** Falk Concierge**Owner:** Neil Corke**Type:** Customer Order**Status:** Resolved**Priority:** Normal**Created:** 05 December 2022 11:28 AM **Updated:** 23 January 2023 11:52 AM

Posts

**Neil Corke**

Director

Dear Mr Muhammad,

(Staff)

I am writing to thank you for your recent order and to confirm this was despatched from our warehouse today.

You can track the progress of your shipment via the carrier's website here:

<https://www.parcelforce.com/track-trace?trackNumber=IX7538341>

Payment for your order has been be charged to your payment card. A copy of your invoice is attached.

If you have any questions regarding your order, please contact us either by replying to this message or through the Contact Us page on our website.

Please don't hesitate to contact me if I can be of any further help with regard to this or any other matter, and thank you again for your custom.

Kind regards,

Neil Corke  
Director

Posted on: 05 December 2022 11:28 AM

**muhamad  
moqadam**

(User)

Hi Neil,

Thank you very much for confirmations.  
I will follow up.

Warm Regards,  
Moqdm

Posted on: 05 December 2022 05:35 PM

**muhamad moqadam** Hi Neil,

(User) I received the items. There is damage in 20cm lid that make it very unuseful.

The 28cm lid seems not perfectly tight on saute pan, when turned around, one area ok, but other little vent.

Please let me know.

Warm regards,

Moqdm

Posted on: 11 January 2023 04:25 PM

**muhamad moqadam** Please note, your shipment delayd about one month, I believe due to strike that affect Aramex before ship it Kuwait.. Just today I received shipment here in Kuwait.

(User)

The 28cm lid seems fit ok in 28 Suace pan, but not in 28 saute pan

Posted on: 11 January 2023 07:55 PM

**Neil Corke** Good morning Moqdm,  
Director

(Staff)

Thank you for your email. I am sorry to hear your lid(s) did not arrive in perfect condition, particularly as I remember this order, and am certain these were sent in good condition when they left our warehouse in Stafford before Christmas.

We need to find what went wrong here, but I am out of the office most of today, so will not be able to deal this until tomorrow.

In the meantime I have asked our warehouse manager to contact ParcelForce and clarify the delivery date as they are showing this delivered 48 hours after despatch on December 07, and not delayed by a month.

Kind regards,

Neil Corke

Director

Posted on: 12 January 2023 10:09 AM

**muhamad moqadam** I believe delivery on time, but Aramex hold package very long time due to strike, before ship to Kuwait. This tracking number for Aramex package 9550275394.

(User)

The lid 20cm seems hit hard at one place, despite packaging look secure. Saute 28cm seems the rim is uneven, the lid 28cm fit perfect on sauce pan 28cm.

Posted on: 12 January 2023 01:05 PM

**Neil Corke** Good morning Moqdm,  
Director

(Staff)

Thank you for the explanation.

Please send us a photo of the damaged lid, together with the box this arrived in, and we will contact ParcelForce, and submit a claim.

Also, is there any evidence to show this was damaged during the course of it being delivered to the address in Slough, as opposed to whilst it was being transported by Aramex?

Kind regards,

Neil Corke  
Director

Posted on: 13 January 2023 09:30 AM

**muhamad moqadam**

(User)

Hi,

I attached 9 pic.

Pic 0 to 3 for 20cm lid package, and lid damage, and on top of 20cm casserole pan, which showing big vent. Its looks like something hit very hard on top of it, cuase the lid to bend significantly.

Pic num 4 is for 28cm lid on top of 28cm Saute pan, which showing some vent. But this vent not visible on 28cm Sauce pan. My best guess its the rim of Saute pan, maybe manufacturing defect.

Pic from 5 to 9 for outer package.

No damaged showing on 20cm lid package, and was perfectly secure by tape, also it was safely inside 28cm Sauced pan, and everything from inside look perfectly secure. My best guess the 20cm lid was damaged before they put it inside its package and before shipping.

No visible damaged or bad transport on package during shipping, the outer box look perfectly stored.

Seems you carrier ship the package on time, Aramex hold package in UK for long time because of strike.

Im going to make complaining to Aramex about this.

Please let me know if you need more details.

Warm Regards,  
Moqdm

Posted on: 13 January 2023 03:00 PM

**muhamad  
moqadam**

(User) Hi Neil,  
Further testing for Falk 28cm saute pan, i have Scanpan CS+ glass lid same size, its look like Falk Saute pan rim not straight, certain area goes down. The glass lid fit perfectly on Falk 28cm Saucepan.

Warm Regards,  
Moqdm

Posted on: 13 January 2023 10:40 PM

**muhamad  
moqadam**

(User) Hi Neil,  
Please let me know if you would like to send items to you.

Thanks.  
Moqdm

Posted on: 14 January 2023 12:30 PM

**Neil Corke**  
Director

Good afternoon Moqdm,  
Thank you for your email.

(Staff)

These lids have been damaged in transit. This is actually quite difficult to do, and the box will

need to have been thrown about roughly. It is extremely unusual to see this on UK-to-UK deliveries, but more common on export orders where the box is handled and processed more. For this reason, we only send orders outside Europe which are fully insured.

I enquired in my previous email how you had established whether this was damaged whilst being delivered by our courier, Parcelforce, or when being handled for four weeks by the second courier you engaged to deliver this to your home country.

Parcelforce are also certain to ask this question, and also require claims for compensation to be submitted with 30 days of the date of delivery. That is the date they delivered the parcel, December 09, which had already passed when you contacted us last week. We also have a time limit in our terms and conditions of sale.

Presumably the parcel was insured with Aramex? My advice would be to submit a claim to them.

Whilst writing I would mention we deliver our cookware worldwide using major couriers like DHL, Fedex and UPS, which are fully insured. Whilst they are probably more expensive than Aramex, there is no VAT charge when the parcel is sent out the EU by ourselves.

Kind regards,

Neil Corke  
Director

Posted on: 16 January 2023 11:43 AM

**muhamad moqadam** Hi Neil,

(User) I thought I explained previously why I assume the problem not from shipping.

These damages most likely happened from factory.

20cm lid damage has mark about 1mm, its sharp and discolored, this happened only if hit by something sharp metal like hammer, if this hit by shipping should be visible sharp damage on its packaging, like hole in carton. Also everything inside package is well secured. This damage happened only before the lid put inside packaging.

Saute 28 has rim uneven, it's not straight, no visual damage on its body. This type of damage cannot happen from shipping, but only from factory.

I doubt very much the damage for 20cm lid happened by shipping. I'm dealing with aramex more than 10 years, from all world, and never had any problem. This is first time I encounter this type problem.

Also, before there was delay from Corona restriction and packages held more than month. Packages arrived in perfect condition.

I wrote complainet o aramex about this matter, there will be investigation. Waiting for response.

However, it should be inspection before ship these items in first place. Its looks like no inspection happened.

The strike in UK was real and excuse for delay. Are you saying cannot now be returned these items?

Best regards,

Moqd.

Posted on: 16 January 2023 01:55 PM

**Neil Corke** Good afternoon Modq,  
Director

(Staff)

I can personally guarantee you that these lids were not despatched to you damaged.

Every item we sell is carefully inspected when it is wrapped and I mentioned this order to the person who packed it earlier who remembered it as you requested additional packaging which is unusual.

In addition, products at the warehouse are also inspected when they arrive from the factory in Wespelaar, and when they are bulk packed there.

I have been involved with Falk for 13 years now, and over the years have seen several lids damaged like this in transit. This is either caused by pressure, or throwing the box around.

Finally there were no delays in UK in December due to covid. All covid restrictions there ended several months ago.

Kind regards,

Neil

--- Sent from my iPad Pro ---

Posted on: 16 January 2023 02:10 PM

**muhamad moqadam** The Saute pan 28" have uneven rim, this cannot happened from shipping damage.

(User) I can't understand how throw package can affect the rim stainless steel!

Posted on: 21 January 2023 02:00 PM

**muhamad moqadam** The Saute pan 28" have uneven rim, this cannot happened from shipping damage.

(User) I can't understand how throw package can affect the rim stainless steel!

This matter doesn't look right.

Posted on: 21 January 2023 02:05 PM

**Neil Corke** Good afternoon Moqdm,  
Director

(Staff) It would be very difficult to change the shape of the rim. I have seen these get knicks in the edge, but the lid problem is usually the lid being warped.

It's not possible to identify the problem from your photos, and this will need to be inspected.

If you could let me know where the pan is now, I will arrange for a label for you to send this back for inspection on Monday.

Kind regards,

Neil Corke  
Director

--- Sent from my iPad Pro ---

Posted on: 21 January 2023 02:19 PM

**muhamad moqadam** Can i send all items back for refund.

(User) I tried other brand lids and show same problem for the rim. Also the lid 28cm fit ok on 28cm sauce pan you shipped.

Posted on: 22 January 2023 03:25 PM

**Neil Corke**  
Dear Moqdm,  
Director

Thank you for your email.

(Staff)

With regard to your return request I refer you to the terms and conditions of sale, which are displayed on our website here:

<https://www.falkcoppercookware.com/info/terms-and-conditions>

As you will note, we accept unused pieces refund, within 30 days of the purchase date, subject of course to these being returned unused and in resalable condition.

This order was delivered on December 09, and the 30-day period has therefore expired. The period prescribed by UK law is 14 days, and you will therefore appreciate we have already extended the statutory period to allow for holidays, Christmas, etc.

I have already advised you that we will inspect the 28cm saute pan, and if this is defective it will be replaced.

Kind regards,

Neil Corke  
Director

Posted on: 23 January 2023 11:52 AM