

Subject: [!GMK-177-64817]: TP-3187514

Date: Friday, 12 March 2021 at 20:05:01 Central European Standard Time

From: webquery@omegacareonline.com

To: Neil

TP-3187514

Hello,

Attached below requires your attention
Please contact me with any questions you have.

Thanks.

Good afternoon Matthew,

Thank you for your email. Coincidentally this shipment was on my list today to contact TG about.

If you would like to check the notes on this, you see several conversations with some of your colleagues, and will note that TG have requested the return of this parcel on several occasions already from UPS. The customer would not accept it, firstly because it was a week late (we paid for a next day service and UPS did not attempt delivery until a full week later), and secondly they demanded he first pay import duties when it was sent with these being billed back to us.

Despite those requests, which I understand were in writing and acknowledged by UPS they persisted to reattempt delivery and bombard him with emails.

To be honest, is it difficult to envisage how a courier could have performed worse in this instance.

Would you please contact UPS again and request our goods are returned.

Please do not hesitate to contact me if you require any further information.

Kind regards,

Neil Corke
Director

Ticket Details

Ticket ID: GMK-177-64817

Department: Neil's Email

Type: Admin

Status: **Open**

Priority: **Normal**