

IMZ-151-73613: Complaint

Department: Concierge

Owner: Neil Corke

Type: Product Enquiry

Status: Resolved

Priority: Normal

Created: 26 December 2025 11:30 PM **Updated:** 27 December 2025 06:54

AM

Posts

Ryan
(User)

Mike Davison is not treating me right. He told me that the pan would be mailed out on Monday and then he ignored my emails for several days and then he told me that I have to wait until early next week and at each point in time I had to follow up I had to email him I let him know that I was upset that this wasn't okay and he hasn't responded to those emails either I'm not okay with this. I'm paying over 220 dollars for a pan That barely works with induction cooking and I'm supposed to deal with this guy telling me to wait in line when he's already been late about when it would be shipped out. It's not okay I'm not happy. I want a response from his supervisor. I want the pan shipped out.

Posted on: 26 December 2025 11:30 PM

Neil Corke
Director

(Staff)

Good morning,
Thank you for your message.

We are an official distributor of Falk Culinair products in mainland Europe and the United Kingdom. Mike Davison is the independent distributor for the United States, and has no relationship with our company.

If you have a complaint about the products, please direct this to the manufacturer in Belgium. You can contact them here:

<https://falkculinair.com/en/contact>

Please note, like most companies in Europe they are currently closed for the Christmas - New Year break.

We have also been notified of a negative review posted by yourself on the Trustpilot page for Falk Culinair UK. Since you did not place any order with that business, or experience any service, negative or positive, I would respectfully ask you to remove this.

Kind regards,

Neil Corke
Director

Posted on: 27 December 2025 04:08 AM

Ryan
(User) Sure, since it is not the same legal entity I'm happy to remove it from Trustpilot, however in my opinion, as nice as your response was, it still contained a mistake. I think the appropriate way to handle something like this would be to all come together and handle the situation, and resolve it. I understand that from your point of view he doesn't have anything to do with you. But you all share the same names, and sell the same pans. You all have an interest in protecting your reputations. Do you think just responding with a technicality is good for your brand, and business? Does it resolve my issue in any way? In my view your response doesn't really reflect a holistic community based approach that distributors should have, to work together and meet the expectations. Do you have any thoughts on this?

Posted on: 27 December 2025 04:50 AM

Neil Corke
Director

(Staff) Thank you for your email.
With all due respect, this is not just an issue of different legal entities, and more like contacting Costco about something you purchased at Sam's Club!

Apart from forwarding the occasional message from someone in the US sent to us in error, we have no contact with the US distributor as their relationship is with the manufacturer in Belgium. I have already forwarded your message to the director there who supplies us both, and whom I can assure you takes customer satisfaction very seriously.

For what it's worth, I would suggest you try speaking with Mr Davidson to establish the reason for the delay dispatching your order. I doubt that he is just leaving you to "wait in line", and the problem is more likely something to do with delayed delivery of stock from Europe. As you will appreciate, this has become complicated over the last few months due to the tariff taxes introduced by your country on imported goods.

Kind regards,

Neil Corke

Posted on: 27 December 2025 06:12 AM

Ryan

(User)

I thought that I clearly stated in the original complaint that I *had* tried to reach out to him, repeatedly. I was the one having to do the contacting, and despite that, I was not answered in a timely manner. I don't really agree with the costco sams club analogy. That level of differentiation is far too high to be analogous, but I'm not trying to nitpick the example. You both sell the exact same product. I am bothered by the suggestion that I reach out to find the delay, as I have already tried to do that, and it shouldn't really be on the customer in my opinion. I was told it would ship out on Monday, he got behind, and instead of reaching out to me he didn't. Instead of answering my emails, he didn't. There seems to be a huge focus on technicality here rather than addressing the needs that the customer has. I am not going to reach out to him a fourth time. Sorry. I don't feel comfortable saying "ohhh, i'm sorry, maybe i can try to guess why there's a delay that you won't communicate with me for, and then respond dismissively to, let me try to divine the reason that is happening." I'm good on that. I feel like you're missing the point here, you're all selling the same product, if theres damage to the reputation of the product, there's damage to all of you. The problem isn't with delivery stock, because that was the reason he gave for the delay until monday "the shipment is coming in on monday so that's when it will be shipped".

Posted on: 27 December 2025 06:54 AM