



parcelforce.com

Falk Culinaire Uk 103216
39C Lancaster Way Business Park
Ely
CB6 3NW

27 October 2016

Parcel Number: EJ204737936AU

Dear Falk Culinaire Uk 103216

We have recently received an enquiry from the Australia Postal Authority concerning an International Import parcel, containing unknown, that has arrived either damaged or with missing contents.

Please note we are making this enquiry on behalf of the foreign Post Office. Their customer, the sender of the parcel, is the claimant in this case and they may be entitled to compensation if this parcel is proved to be damaged / have been delivered with missing contents. There is, however no liability against Parcelforce Worldwide, and this letter does not transfer liability to you the addressee.

It would help our enquiries if you could please complete the following questionnaire and return to our office within 5 days for replies sent in the post or 48 hours for images sent via email (images of the completed documents are acceptable).

1. What is the full extent of the damage / missing contents?

All item dented and/or scratched.

2. What is the item made of; for example Plastic / Ceramic / resin / glass?

Metal — Copper

3. Full description of internal packaging; for example, Bubble wrap / Poly Blocks

Bubblewrap & poly chips



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4. Full description of external packaging?

Double walled cardboard box

5. Was the parcel large enough to allow for sufficient packing all around the contents?

Yes/No

6. Was there any external evidence or signs of damage at the time of delivery?

Yes/No

7. Was the box strong enough to protect the contents?

Yes/No

8. Was the outer cover damaged?

Yes/No

9. Did you inform Parcelforce Worldwide of the damage at the time of delivery?

Yes/No

10. Was this item bought on E-Bay? If so could you please provide the E-Bay reference number?

No

11. Is the item/packing still available for inspection?

Yes/No

12. Was there any correspondence from Parcelforce Worldwide or the Postal Authority the parcel was posted via to confirm the damage / Missing contents attached to the packaging?

~~Sender~~ Please refer to sender

Please enclose a sample of all the external & internal packaging used and/or photos of the damage. Photos for packing and damage to the item will be acceptable.

Samples available at delivery address - photos attached to email

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Digital Photos can be sent to our email address parcelforce.d.claims@parcelforce.co.uk please quote your parcel number in the subject of your email. parcelforce.com

Signature:- 

Date:- 01/11/2016

Print Name NEW CORKE

Thank you for your assistance in this matter.

Yours sincerely

Staci Hawkins EMS
Parcelforce Worldwide International TeamEMS
Email: parcelforce.d.claims@parcelforce.co.uk



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