

Falk Culinair



PRB-475-23486: Falk Copper Cookware Exchange (107956)

Department: Neil's Email**Owner:** Neil Corke**Type:** Admin**Status:** Open**Priority:** Normal**Created:** 05 August 2025 09:05 AM **Updated:** 18 August 2025 03:40 PMPosts

Neil Corke

Director

Good morning Steve,

(Staff)

Third Uk customer in the last few weeks, who has bought the original classical range cookware, and now wants to exchange it for the induction compatible equivalence. Up until a few months ago we hardly sold any induction cookware in the UK, but it looks like it's catching on.

Please find attached a copy of the return note, which includes details of the exchange items. I'm not sending those over from Belgium until the original classical pieces are returned in good condition, so please let me know once you have these and have checks them back into stock.

Kind regards,

Neil

Posted on: 05 August 2025 09:05 AM

steve@spicesonthewe...

(User)

Morning Neil

What is it with people not checking or researching the products they buy, dont get it

Will wait till it comes back before sending

Steve

Posted on: 05 August 2025 09:50 AM

Neil Corke

Director

To be fair, we only offer a classical range in the UK.

(Staff) To stock the induction compatible ranges would cost somewhere between 60 and 80K, which given the UK economy and negative outlook over there, I am not very enthusiastic about it all.

This image came up on Google when I was looking for your address earlier. Happy memories.
Kind regards,

Neil Corke

Posted on: 05 August 2025 10:10 AM

steve@spicesonthewe...

(User) Could always list and state it come from your EU Warehouse so delivery is plus 7 days, add £30 to the pan cost to cover single sale

Yep, for sure!

Steve

Posted on: 05 August 2025 10:20 AM

Neil Corke
Director

(Staff) Good afternoon Steve,
After we spoke, I heard from the other customer in Scotland that wants to exchange three or four pots for induction compatible items.

They sent this by UPS last week:

[https://www.ups.com/track?
track=yes&trackNums=1Z7E524X6898281431&loc=es_ES&requester=ST/trackdetails](https://www.ups.com/track?track=yes&trackNums=1Z7E524X6898281431&loc=es_ES&requester=ST/trackdetails)

Where you will see this is pending customs clearance, or some such crap, from Scotland?

Could you give them a ring tomorrow and ask them to deliver this?

Kind regards,

Neil

Posted on: 13 August 2025 04:24 PM

steve@spicesonthewe...

(User) You owe me for this call, Egyptians are the some of the biggest dicks I have come across

Think the name on the parcel has caused the delay here, with ups tracking click on the link for further details - address problem is showing

Think you got caught up with automation picking up on your ES Ip and translating bs

The arsehole on the phone has just say there and argued with me about me having to wait for her to update the file so it can be delivered, I need to hang on incase they need more details

Seriously miss the days when I can call a stoke depot and say hi mate, parcel stuck, its coming to us, thanks is the reply, 25 secs, done and dusted, 15 mins so far with an arsehole

Steve

Posted on: 13 August 2025 04:50 PM

Neil Corke Thanks for getting that sorted out.

Director

Kind regards,

(Staff)

Neil Corke

Posted on: 13 August 2025 05:35 PM

steve@spicesonthewe...

yes this is back, will check in the morning and let you know

(User)

Steve

Posted on: 14 August 2025 03:30 PM

steve@spicesonthewe...

(User)

Sorry for being the messenger, damaged again

Images show the damage to the pans, lads say it looked like it was packed okay when they open the box

The 4 items on the return have been returned, along with INO1053SF - Marks on Lid, 1055SF - Scratch on lid

Steve

Posted on: 18 August 2025 01:25 PM

Neil Corke That's bad news for them this time not me,
Director

(Staff) Is that one pot and three lids damaged?

I told them not to send the lids back as they can be used on the fusion pans, so it's up to them what they do with them.

This one won't be so bad had to deal with, as I know they insured the package against damage with UPS for £1100

Kind regards,

Neil Corke

Posted on: 18 August 2025 01:45 PM

steve@spicesonthewe...

(User) 2 Lids damaged

Steve

Posted on: 18 August 2025 01:50 PM

Neil Corke Can you put the lids from this order in a box and write the order number on them, both the
Director damaged and undamaged ones, as they are getting those back.

(Staff) Apart from the INO2549SF are the other three pieces A1 perfect and okay to put back into stock?

Kind regards,

Neil Corke

Posted on: 18 August 2025 02:10 PM

steve@spicesonthewe...

No worries and yes the others are fine

(User)

Steve

Posted on: 18 August 2025 02:50 PM

steve@spicesonthewe...

(User)

Hope this helps, any queries just say

regards

Steve

SPICESontheWEB.co.uk

01785282279



Posted on: 18 August 2025 03:40 PM