

Falk Culinair



GBU-100-60209: TP-3655165 price adjustment

Department: Neil's Email**Owner:** Neil Corke**Type:** Admin**Status:** Open**Priority:** Normal**Created:** 23 July 2021 06:15 PM **Updated:** 29 July 2021 11:02 AMPosts

**Barry
Arledge**

(User)

Good Afternoon,

We have been notified by TNT that this shipment has been measured bigger than what was originally booked.

This order was booked as:

[A screenshot of a computer Description automatically generated with medium confidence]

TNT measured the parcel as:

44x44x60 cm

42x45x62 cm

42x41x64 cm

43x41x63 cm

40x47x67 cm

42x45x62 cm

43x46x63 cm

43x44x63 cm

41x61x49 cm

42x45x65 cm

35x32x52 cm

39x50x64 cm

43x42x62 cm

42x41x63 cm

42x42x60 cm

This increase in size has caused an additional charge of £53.17

This will be listed on your next invoice

If you believe this to be incorrect we would need evidence to support your booked in size. For example photographic evidence with a tape measure (shown in full) demonstrating your booked in dimensions and the shipping label.

Kind regards,

Barry Arledge

[Transglobal Express]

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Posted on: 23 July 2021 06:15 PM

Neil Corke

Director

Good morning Barry,

(Staff)

Thank you for your email.

Initially I couldn't understand how these were measured at different sizes as they were all new double wall 60cm x 40cm x 40cm boxes from Rajapak.

I have now received some photos of the boxes delivered, which I am attaching to this message. The reason for the size variation is obviously from the boxes being misshapen during transit. As a result of this there were some items damaged.

Needless to say, we object to being charged over the quoted amount due to the courier damaging the boxes out of shape. I wasn't intending to file a claim for the damage as it is my

understanding that the amount is limited to £50 in the absence of enhanced insurance. If however we are charged the additional amount of £53.17 on your end of month invoice I will be submitting a claim and I would therefore request you accept this message as notice of the damage.

Kind regards,

Neil Corke
Director

Posted on: 26 July 2021 11:15 AM

**Barry
Arledge**

Good Evening

(User)

I am sorry to hear that your shipment suffered damage.

I have attached a claim form which when complete should be returned to our dedicated claims team TG-Claims@TransglobalExpress.co.uk

They will take account/factor in the price adjustment as part of their process. I will alert them of this claim and it is possible they may contact you for further details about the goods and their values

Barry

Kind regards,

Barry Arledge

Posted on: 26 July 2021 07:40 PM

Neil Corke
Director

Good morning Barry,

(Staff)

Thank you for your email.

My colleague at the Ely warehouse who deals with incoming deliveries is currently in isolation and will not be able to complete and submit the claim before she returns to work on August 08, and I am at a different location.

In the meantime, we are disputing the additional charge as this was totally caused by TNT squashing the boxes.

Kind regards,

Neil Corke
Director

Posted on: 29 July 2021 11:02 AM