

Falk Culinair



DFR-942-74164: Transglobal Express - Size/Weight Variance Notification

Department: Accounting

Owner: Unassigned

Type: Accounting

Status: Open

Priority: Normal

Created: 08 February 2024 01:05 PM **Updated:** 08 February 2024 01:05 PM

Posts

accounts@transgloba...

(User)



Notice of Size/Weight Variance – TP-6840687

Hello,

We have been notified by our carrier or depot that the measurements of your shipment (order reference TP-6840687) have been checked and they are greater than those originally booked.

This increase in size has caused an additional charge of **£25.25**, which we have raised on your account.

Please take a moment to review the order details below.

Order revision details

Stated Measurements

Item No.	Stated Weight	Volumetric Weight	Length	Width	Height
1	11.00kg	11.28kg	42.00cm	42.00cm	32.00cm

Checked Measurements

Item No.	Stated Weight	Volumetric Weight	Length	Width	Height
1	10.52kg	15.68kg	42.00cm	41.50cm	45.00cm

Who checked these measurements?

Original total: £103.07

On this occasion it was DHL that weighed and measured your shipment and identified the discrepancy.

Original VAT: £0.00

Revised total: £128.32

Restriction surcharges

All carriers have restrictions that determine the types of shipment they can transport safely. If the new measurements exceed these thresholds, it can have a significant effect on how much you are charged. More information on surcharges.

Revised VAT: £0.00

Amount due: **£25.25**

Have restriction surcharges been applied to this shipment?



No surcharges have been applied to this shipment.

How to make your payment

Payment is due immediately and can be made by cheque, PayPal or card, through your account online or over the phone. If you have a credit account, it will be included in your next invoice.

Querying this adjustment

If you believe these adjustments to be incorrect, we can query the matter on your behalf with the carrier or ask our depot to double-check. However, we will need supporting evidence of your booked-in size.

This can be photographic evidence with a tape measure demonstrating the dimensions of your parcel, or your box on a set of scales to display the weight, with your shipping label on the parcel.

Please email your query to accounts@transglobalexpress.co.uk with your Order Reference.

Kind regards,

Transglobal Express

Questions? We're here to help...

If you have any questions, please contact us.



EMAIL US

accounts@transglobalexpress.co.uk



CALL US

0151 305 3836



LIVE CHAT

Monday to Friday, 8am - 5:30pm

All work is undertaken subject to our standard terms and conditions of carriage (BIFA 2021) which limit our liability.

Copies are available on request or can be downloaded from our website.



Posted on: 08 February 2024 01:05 PM