

Falk Culinair



FDN-564-85320: UPS (OG-5271116)

Department: Neil's Email

Owner: Neil Corke

Type: Admin

Status: Open

Priority: Normal

Created: 13 September 2024 10:14 PM **Updated:** 16 October 2024 12:45 PM

Posts

**auto-
confirm@transg...**

(User)




Hi Neil,

Thank you for your recent booking with Transglobal Express. Your orders are listed below, grouped by collection or drop-off.

For most services, you will need to print off your shipping labels. Follow the Order Details links below for labelling instructions and document downloads.


Please note that while we enjoy a very high success rate, collection times are not guaranteed.



VIEW IN
BROWSER

16 September 2024

10:00 - 17:00

Reference	Summary Description	Order Details
 TP-7621013	From: ST18 9QE (GB)	To: 33049 (TW) View
<i>Copper Cookware</i>		

What happens next?

You can access your shipment documentation by clicking to view order details above.

These links will include:

-
- [Your Shipping Labels \(Air Waybills\)](#)
- [Your Customs Invoice \(Packing List\)](#) – for international shipments

- [Your Collection Manifest](#) – if required by your selected service

Your order invoice will be emailed to you separately. You can also download your documents and invoices at any time from your account area.

Terms and conditions

All goods are carried under British International Freight Association (BIFA) terms and conditions.

Get in touch!

For East Midlands collection enquiries, please call our East Midlands depot on 01509 270731 (Mon-Fri 9am-6:30pm).

For general enquiries, please call our customer service team on 0345 145 1212, email enquiries@transglobalexpress.co.uk, or say hello via Live Chat. Our office hours: Mon-Fri 8:30am-6pm, Sat 9am-1pm. We are always happy to help.

Many thanks for your order,

Your Customer Services Team

For parcel delivery tips, news and special offers, follow us on Twitter [@TransGlobalExpr](https://twitter.com/TransGlobalExpr) and like us on Facebook!



Posted on: 13 September 2024 10:14 PM

auto-
confirm@transg...

(User)



 Call

us: 0345 145 1212

0345

145 Monday to Friday, 08:30 à€" 18:00

1212 Saturday, 09:00 - 13:00. Calls recorded.

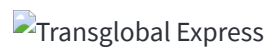


Insurance Confirmation - TP-7621013

Hi Neil,

We would like to confirm your insurance purchase for order TP-7621013 with Transglobal Express.

Insurance summary



Insured amount: **£175.00**

Stated consignment value: **£195.00**

Excess: **£0.00**

Condition: **n/a**

Insurance Type: **Standard**

Terms and conditions

Please see our terms and conditions for insurance.

All goods are carried under BIFA 2021 terms and conditions which limit our liability.

Document your consignment

We strongly recommend uploading photographs to show the condition of your goods prior to collection/drop-off.

If you did not upload any photos when you made your booking, you can add them to your order via your account.

Go to **My Account** -> **Upload Centre** and select **Upload a New Document**.

UPLOAD PHOTOS

Contact us

If you have any queries, please get in touch with us. Call 0345 145 1212, sales@transglobalexpress.co.uk, or drop into Live Chat. Our office is open 8:30am-6pm Monday-Friday, 9am-1pm Saturday.



Posted on: 13 September 2024 10:14 PM

Neil Corke

Director

Good afternoon,

(Staff)

I am writing to ask if you could check on the status of this export parcel with UPS.

According to their website, UPS tried to contact the receiver over a week ago and are awaiting information from him pertaining to customs clearance. However, he has contacted them several

times and been told they are "processing the parcel and to be patient". As you will appreciate, it is been nearly two weeks since the parcel was collected with a time estimate of 3 to 4 days. More importantly, he is unable to provide UPS with any information unless they specify what is actually required.

Thank you in anticipation of your assistance.

Kind regards,

Neil Corke
Director

Posted on: 26 September 2024 04:41 PM

Enquiries Good afternoon Neil,

(User) Thank you for your email.

I am sorry for the issues faced on this.

I have now contacted UPS to provide an update as to what is needed on this.

As soon as they get back to me, I will let you know.

If you need anything in the meantime, please do not hesitate to ask.

Thanks

Kind regards
Sam Dane
Customer Service Advisor

If you are happy with my service, please leave a review on the link below:

<https://www.trustpilot.com/review/www.transglobalexpress.co.uk>

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Posted on: 26 September 2024 04:50 PM

Neil Corke Good morning,
Director

(Staff) Further to your email of 26 Sep I have now been informed by our customer in Taiwan that UPS have advised him the parcel has been lost.

Could you confirm this is the case, and if so, what you require from us to submit a claim.

Kind regards,

Neil Corke
Director

Posted on: 02 October 2024 08:00 AM

Enquiries Hi Neil,

(User) I am sorry to hear this.

I have queried this further with UPS to find out what is happening with this shipment and whether searches need to be raised.

We will advise you further once we have a response.

Kind Regards,

Gisele Atherton

Customer Service Advisor

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Posted on: 02 October 2024 02:50 PM

Neil Corke Good afternoon,
Director

(Staff) Further to my emails of Sept 26, and Oct 02, I am writing to enquire if you have now heard back from UPS regarding this parcel?

Our customer has now filed a claim with PayPal for non-delivery, which is obviously a direct result of UPS losing and/or failing to deliver the parcel. Bearing in mind we paid for enhanced liability insurance, we would like to see this resolved without further delay, as it has now been over a month since UPS collected the parcel.

I look forward to hearing from you.

Kind regards,

Neil Corke
Director

Posted on: 15 October 2024 11:06 AM

Enquiries Good afternoon Neil,

(User) Thank you for your email.

I am sorry that this has not been resolved yet.

I have now escalated this again with UPS and will come back to you as soon as they provide further details.

I apologise for the inconvenience.

Kind Regards

Sam Dane

Senior Customer Service Advisor

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Posted on: 15 October 2024 01:15 PM

Neil Corke Thank you for your email.
Director

(Staff) This parcel should have been delivered three weeks ago and leaving it for UPS to respond sometime never is not satisfactory to our customer.

Please advise when we can submit a claim under the enhanced liability insurance.

Kind regards,

Neil Corke
Director

Posted on: 16 October 2024 09:00 AM

Enquiries Hello Neil,

(User) Thank you for your email.

In order to assist you further, please can you provide us with the tracking number or TP number?

Thank you.

Kind regards
Marica Fernandes
Customer Service Advisor

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Posted on: 16 October 2024 12:45 PM

