



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

**Re: \*\*Reminder\*\* UPS ykx997 Tracking No: 1Z9W96386876008291 Exception Notification**

2 messages

Danil Malevich &lt;6385208@gmail.com&gt;

14 June 2023 at 23:02

To: kate.griffiths@viamed.co.uk

Hello.

Since you cannot use the services of another courier company other than UPS.

Please send the goods again via UPS.

We will monitor the tracking very carefully and will do our best to receive the shipment.

Please excuse the inconvenience caused.

We are also waiting for an invoice from you for additional expenses that you will incur

Thank you in advance.

вт, 13 июн. 2023 г. в 10:27, Kate Griffiths &lt;office@viamed.co.uk&gt;:

Good morning,

Thank you for your email.

**We are unable to use any courier other than UPS.** Once I have the information from UPS, I will email you again.

Kind regards

Kate Griffiths

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On Sat, 10 Jun 2023 at 00:45, Danil Malevich &lt;6385208@gmail.com&gt; wrote:

Hello.

Thank you, we will be waiting for updates from you.

Do you have the opportunity to ship the cargo by any other courier company except UPS?

пт, 9 июн. 2023 г. в 16:45, Kate Griffiths &lt;office@viamed.co.uk&gt;:

Good afternoon Danil,

With regards to sending your order back out, Royal Mail is not an option I'm afraid. My manager has informed me that as we are unable to use UPS, you would have to arrange your own courier to collect these boxes.

When we have the invoice from UPS we will inform you of the cost of the returned parcels. I will email again as soon as I have this information.

Many thanks.

Kind regards

Kate Griffiths

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On Tue, 6 Jun 2023 at 13:32, Danil Malevich <[6385208@gmail.com](mailto:6385208@gmail.com)> wrote:  
Hello.

Thank you very much and we apologize for the inconvenience caused.

вт, 6 июн. 2023 г. в 08:57, Kate Griffiths <[office@viamed.co.uk](mailto:office@viamed.co.uk)>:

Good morning Danil,

We need to wait for the parcel to arrive back with us and then we will contact you again.

Kind regards

Kate Griffiths

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On Tue, 6 Jun 2023 at 03:22, Danil Malevich <[6385208@gmail.com](mailto:6385208@gmail.com)> wrote:  
Hello.

Unfortunately, the UPS agency has confirmed that the parcel is on its way back to your institution.  
Could you please send it again with another courier? For example, the standard postal service of the English Royal Mail.

чт, 25 мая 2023 г. в 07:43, Kate Griffiths <[office@viamed.co.uk](mailto:office@viamed.co.uk)>:  
Good morning Danil,

Thank you for your email.

The shipment seems to be in Germany. If you could contact UPS (local office) it may be that they can agree to ship it still?

 Times shown are in Local Time [Change](#)

25/05/2023 2:34	In Warehouse Warehouse Scan Herne-Boernig, Germany
24/05/2023 19:50	Warehouse Scan Herne-Boernig, Germany
23/05/2023 19:48	Warehouse Scan Herne-Boernig, Germany
22/05/2023 19:53	Warehouse Scan Herne-Boernig, Germany
20/05/2023 2:00	Warehouse Scan Herne-Boernig, Germany
19/05/2023 19:48	Warehouse Scan Herne-Boernig, Germany
19/05/2023 0:47	Warehouse Scan Herne-Boernig, Germany
17/05/2023 1:55	Warehouse Scan Herne-Boernig, Germany

Kind regards

Kate Griffiths

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On Wed, 24 May 2023 at 22:58, Danil Malevich <[6385208@gmail.com](mailto:6385208@gmail.com)> wrote:

Hello

It looks like the cargo has gone back to England.  
Could you clarify whether this is true or not?

If this is true, then please resend the shipment to our address.

We will be very grateful if you don't use UPS next time. Please use the standard Royal Mail Post service.

Of course, we are ready to compensate for all additional expenses.  
We apologize for the situation.

Best regards.

пт, 19 мая 2023 г. в 09:43, Kate Griffiths <[office@viamed.co.uk](mailto:office@viamed.co.uk)>:

Good morning Danil,

UPS have sent me another reminder. In my previous email I asked if you could give us an alternative email address/telephone number to pass to UPS, but I have not seen a reply.

It may be quicker as the deadline approaches for you to contact your local UPS office again with this information.

Many thanks,

Kind regards

Kate Griffiths

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On Wed, 17 May 2023 at 15:59, Kate Griffiths <[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)> wrote:

Good afternoon,

I have checked with a colleague, they have suggested you pass a different email address and telephone number to us and we will see if we can help.

Thank you.

Kind regards

Kate Griffiths

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On Tue, 16 May 2023 at 10:49, Danil Malevich <[6385208@gmail.com](mailto:6385208@gmail.com)> wrote:

Hello

Local UPS office said, that the sender have to send to this e-mail [Importde@ups.com](mailto:Importde@ups.com) some kind of number of the product needed for custom clearance

ВТ, 16 мая 2023 г. в 11:31, Kate Griffiths <[office@viamed.co.uk](mailto:office@viamed.co.uk)>:

Good morning Danil,

UPS have email again to say they have received no response.

Many thanks,

Kind regards

Kate Griffiths

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----- Forwarded message -----  
From: **Main Account** <[office@viamed.co.uk](mailto:office@viamed.co.uk)>  
Date: Tue, 16 May 2023 at 08:28  
Subject: Fwd: \*\*Reminder\*\* UPS ykx997 Tracking No: 1Z9W96386876008291 Exception Notification  
To: Kate Griffiths <[kate.griffiths@vmsecure.me.uk](mailto:kate.griffiths@vmsecure.me.uk)>

----- Forwarded message -----  
From: <[ernexportuk@ups.com](mailto:ernexportuk@ups.com)>  
Date: Tue, 16 May 2023 at 08:26  
Subject: \*\*Reminder\*\* UPS ykx997 Tracking No: 1Z9W96386876008291 Exception Notification  
To: <[enquiries@viamed.co.uk](mailto:enquiries@viamed.co.uk)>

Dear Customer,

Unfortunately we have not received a response to our email from 12 May 2023 regarding further support that is required in order to process your UPS shipment(s).

The shipment details are as follows:

Tracking #	Ship From Address	Ship To Address	Exception Reason	Possible Resolution	Response Needed By
1Z9W96386876008291	REF: RVM143191-1 SHIPPER : 9W9638 VIAMED LTD 15 STATION ROAD CROSS HILLS KEIGHLEY BD207 GB	REF: CID19267-CONSIGNEE : MALER/MALYAR FUR ANASTASIIA REUTOVA EDUARD-VON-WINTERSTEIN-STRASSE 13 POTSDAM 14480 DE PH: 4917680088191 TX:	We are unable to locate or contact your Consignee and the package(s) have not been cleared through local Customs.	Provide us with alternative direct contact details for the receiver (a local telephone number, or an email address). Ask the receiver to contact their local	<b>24 May 2023</b>

			UPS Office.	
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Please send us your instructions on how you would like us to proceed with the shipment(s) as soon as possible and by the deadline mentioned above.

If no instructions are provided by the deadline mentioned above, your shipment(s) may be returned to you or disposed of in accordance with the UPS's Tariff/Terms & Conditions of Carriage/Service and without further notice. Any charges associated with returning or disposing of the shipment(s), including transportation and any applicable duties, taxes and UPS fees, will be charged to the shipper's UPS account.

Note that it is not possible to re-route a shipment from one country to another.

Should you have any questions about this/these shipment(s), please **respond directly** to this email.

**If you are unable to provide instructions for this/these shipment(s), please forward this message to the relevant person.**

Kind regards,

ERN Export Administrator  
UPS GBS  
[ernexportuk@ups.com](mailto:ernexportuk@ups.com)

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Best regards  
Danil

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Best regards  
Danil

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Best regards  
Danil

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Best regards  
Danil

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Best regards  
Danil

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Best regards  
Danil

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**Kate Griffiths** <kate.griffiths@viamed.co.uk>  
Draft To: Danil Malevich <6385208@gmail.com>

15 June 2023 at 11:09

Good morning Danil,

Thank you for your email.

Please see attached proforma invoice to cover the cost of the goods having been returned to us, and for them to be shipped again to you via UPS.

I have used the same addresses/telephone number as the last order. Please let me know if you require any changes to be made.

Many thanks.

Kind regards

Kate Griffiths

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