



Ryan Swaine <viamed.ryan.swaine@gmail.com>

Re: The customs clearance of the shipment is not progressing.

1 message

Valtteri Vilkki <valtteri.vilkki@gmail.com>
To: ryan.swaine@vandagraph.co.uk

11 August 2025 at 14:11

Thank you for the quick response. Option 1 works well, the information is correct. Best regards,
Valtteri

Ryan Swaine <ryan.swaine@vandagraph.co.uk> kirjoitti 11.8.2025 kello 15.02:

Dear Valtteri

I am very sorry to hear that your goods have not arrived with you after such a long time.
I can assure you that the goods would have had all the correct documentation, export is a large part of our business and we are familiar with the requirements and procedures.
Unfortunately we have had some issues sending goods by airmail and we have no way of speaking with anybody from the postal service, either in the UK or in the destination country. We have recently changed the service that we use.

Please can you let me know which course of action you would prefer:

1. We can send a repeat order at no additional cost to you, but we will use UPS instead of airmail, which should arrive within a week.
2. We can offer you a complete refund.

If you would like us to go with option 1, please can you check confirm if the following address is correct:

Valtteri Vilkki
Sirkkalankatu 14 b a 1
Turku
20500
Finland

I will await your reply.

Kind regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Sun, 10 Aug 2025 at 16:55, Valtteri Vilkki <valtteri.vilkki@gmail.com> wrote:

I placed an order (VANWEB2518) with you last April. The shipment has been held by the Finnish postal service (Posti) since April 25th. The delivery is not progressing because Posti states that the customs clearance is still ongoing. They say they are unable to do anything further on their end.

Have you provided all the necessary information for customs clearance? Could you please contact the Finnish postal service to ensure the parcel is delivered? If needed, please supplement any missing information required for the customs process.

Kind regards,

11/08/2025, 14:26

Gmail - Re: The customs clearance of the shipment is not progressing.

Valtteri Vilkki, Finland