



Main Account <viamedinbox@gmail.com>

Re: RVM157747-1

1 message

Aqib Majeed <aqib.majeed@viamed.co.uk>
To: "akosov@web.de" <akosov@web.de>

19 September 2025 at 14:06

Hello

Good afternoon

Thank you for confirming, we will re-ship using UPS.

My colleague also got a reply from the UPS team on why the parcel was returned, the reason they gave was because you did not provide a customs clearance order, good description and EORI Number to them as they set a response deadline of 28.08.25, they did not receive any response from the customer.

I also need to make you aware that I will send you a proforma invoice for the cost of the return from UPS to us and then the re-ship charge, once this proforma is paid we can re-ship your order.

Kind regards

Aqib Majeed
Office Administrator
Viamed Ltd.

<http://www.viamed.co.uk>
email: aqib.majeed@viamed.co.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582
Twitter: twitter.com/ViamedLtd
Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

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On Fri, Sep 19, 2025 at 1:15 PM akosov@web.de <akosov@web.de> wrote:

Dear Aqib,

Thank you for your reply and for your support.

We understand that UPS is your standard courier partner, and we agree to proceed with UPS again for the reshipment. We are prepared to take the responsibility on our side this time and cover the necessary costs.

We also appreciate your effort to request an explanation from UPS. As mentioned, we have also submitted our own inquiry to UPS Germany and are waiting for their reply. If you receive an official statement from UPS regarding the reason for the return, we kindly ask you to forward it to us as well. Many thanks in advance.

To improve communication and avoid misunderstandings, we would like to suggest that, for all communication with UPS regarding this shipment, you copy us in (akosov@web.de AND 6385208@gmail.com). This way, we can follow the process transparently and, if needed, support with direct communication on our side. In the same manner, we will copy you into our communication with UPS.

We hope this approach will help ensure a smoother process this time.

Kind regards,
Alexey Kosov

From: Aqib Majeed <aqib.majeed@viamed.co.uk>

Sent: Thursday, September 18, 2025 11:13 AM

To: akosov@web.de <akosov@web.de>

Subject: Re: RVM157747-1

Hello

Good morning

Thank you for your email

The reason why UPS was selected was because they are our couriers for shipping, we are still trying to find out the reason why the parcel was returned to us as we did not request that or have any knowledge of it. You can also email UPS in Germany and ask them what the reason for return was.

In regards to UPS not being able to handle the shipment, usually this problem occurs very rarely with UPS but I cannot guarantee anything as its in their hands as soon as the parcel/ package leaves our warehouse and if they cannot get it delivered to yourself, I think personally you should arrange the collection from your courier Hermes so you have that peace of mind and can get in touch with them when you like.

Please let me know if your going to arrange the collection with Hermes as we have not used them before or have a account with them or are you wanting us using UPS again but like I said there is no guarantee they can deliver to you if the same problem occurs again.

If we hear from UPS for the reason they retuned it to us I will make you aware.

Kind regards

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On Wed, Sep 17, 2025 at 4:47 PM akosov@web.de <akosov@web.de> wrote:

Dear Aqib, Kate,

Thank you for your reply and for the attention you have given to this matter.

We confirm that we are prepared to cover the expenses related to reshipment (including the return charge of €33.13 and the new shipping cost). We understand this is required in order to proceed.

At the same time, we find it important to note that under CIP (Carriage and Insurance Paid To) terms, delivery must be ensured to the destination country, and the choice of carrier rests with the sender. In this case, UPS was selected by your side, while we, on our side, duly fulfilled all UPS requests by submitting the documents on time. Unfortunately, **UPS did not process them and returned the shipment.** This did not occur due to our actions and was beyond our control.

To prevent similar situations in the future, it is essential for us:

1. To receive an official **response from UPS stating the reason** for the return.
2. If UPS cannot guarantee proper handling, to consider reshipment **via Hermes (Evri Europe GmbH – UK branch <https://www.evri.com/>)** under the same CIP terms. In such a case, we rely on the delivery costs remaining reasonable and proportionate.

We are ready to take care of the financial part and count on your assistance in ensuring that the reshipment will be successfully completed.

With respect and appreciation,
Alexey Kosov

From: Aqib Majeed <aqib.majeed@viamed.co.uk>
Sent: Wednesday, September 17, 2025 10:13 AM
To: akosov@web.de <akosov@web.de>
Subject: Re: RVM157747-1

Hello

Good morning

Please can you advise on the previous email I sent in regards to your order being returned to us.

Kind regards

Aqib Majeed
Office Administrator
Viamed Ltd.

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On Mon, Sep 15, 2025 at 4:40 PM Aqib Majeed <aqib.majeed@viamed.co.uk> wrote:
Hello

Good afternoon

We do not have a UPS contact in Germany or any import brokerage contacts.

You can use a different courier service but you will need to arrange the collection yourself unless you give us access to the account so we can arrange it for you.

I also need to advise you will need to pay the return carriage charge from UPS to us of **€33.13** as we did not agree for the items to come back to us and it was your job to arrange clearance with UPS, if you chose to use UPS and want us to send back with them then you will have to pay another shipping charge of **€33.13**.

Please advise if you want to use your own courier or want us to send back with UPS.

Kind regards

Aqib Majeed
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On Mon, Sep 15, 2025 at 1:23 PM akosov@web.de <akosov@web.de> wrote:

Dear Aqib,

Thank you for your reply.

Yes, I did contact UPS on 19.08.2025 and provided all requested documents (see attached copy of my email). Unfortunately, UPS never confirmed receipt, and without any delivery attempt the shipment was returned.

To move forward:

- We kindly ask you to resend the shipment.
- Could you please **provide direct UPS contacts** (Import Brokerage Germany), so that in the future we can duplicate all customs documents directly to a responsible person, not only to the general mailbox (importde@ups.com)?
- If possible, does Viamed have the option to use an **alternative courier (e.g. DHL Express, FedEx)** for future shipments to avoid similar issues?
- Do you have a **dedicated UPS account manager** for Viamed that we could include in communication?

- We would like to make sure such a situation does not happen again. In the past, UPS deliveries worked without any issue, so this seems to be a one-time internal error. With better direct contacts and document duplication, I believe we can avoid this in the future.

Please let me know your suggestions and the next steps.

Kind regards,
Alexey Kosov
(Hamburg, Germany)

От: А М <6385208@gmail.com>

Отправлено: Понедельник, 15 сентября, 2025 11:23

Кому: akosov@web.de <akosov@web.de>

Тема: Fwd: RVM157747-1

----- Forwarded message -----

From: **Aqib Majeed** <aqib.majeed@viamed.co.uk>

Date: Mon, 15 Sept 2025 at 16:01

Subject: RVM157747-1

To: <6385208@gmail.com>

Hello

Good morning

This email is in regards to your order RVM157747-1 .

Did you contact UPS on the **19.08.25** to clear the goods after my colleague Kate advised you to contact your local UPS office, I have attached the email below.

Please advise if you contacted them or not as they have returned the parcel to us.

If so please let me know what you want us to do?

Kind regards

Aqib Majeed
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Best regards
Danil