



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

O2 Sensor pinguim Sub - Portugal

1 message

João Rosario <joao.rosario@pinguimsub.pt>

6 January 2026 at 11:35

To: ryan.swaine@vandagraph.co.uk, Michael Lamb <michael.lamb@vandagraph.co.uk>

Dear Ryan,

First of all, Happy New Year to you.

After several phone calls, we received information from the UPS warehouse in the Algarve that the order is indeed considered lost by UPS.

Now that the Christmas madness is over, when possible, could you send the replacement sensor?

Does UPS assume responsibility?

Please send to delirey it to our warehouse address.

Pinguim Sub Lda

[Rua Sidónio Pais Lote H7 - Armazém](#)[8500-735 Portimão - Portugal](#)

The store will be closed until March.

Invoice details all the same just delivery address to our wharehouse.

Best regards

*João Rosário**Pinguim Sub Lda**Urb. da [Raminha Lote 1](#)**8500-579 Portimão – Portugal**Tef: + 351 917 209 235 (24/7 & WhatsApp)**Office: + 351 282 485 784**Marine Salvage Base : + 351 282 492 256 (Noite e fora de horas)**E-mail: joao.rosario@pinguimsub.pt**Marine salvage & Assistance at Sea - www.pinguimsub.pt**Online Shop www.pinguimsub.com**" Quality means doing it right when no one is looking since 1993 "**(Este documento não carece de assinatura transmitido electronicamente)*

Às 14:22 de 22/12/2025, Ryan Swaine escreveu:

Dear João

I have been away for the last week, but I have chased UPS again.

I am happy to send a replacement whenever you are ready, please just let me know.

Kind regards
RyanRyan 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 Mon, 15 Dec 2025 at 10:53, João Rosario <joao.rosario@pinguimsub.pt> wrote:

Dear Rayan, Good morning.

I apologize for only replying today, but I've been away working abroad on a maritime salvage operation.

This is unprecedented with UPS.

All your suggestions are welcome.

We're both in the same boat; I apologize for causing you trouble, but UPS will have to take responsibility.

Please don't send me the oxygen cell without me giving it to you first, okay? This is because the Christmas holidays and Christmas are approaching, and deliveries are chaotic.

Thank you for your trust in us.

*João Rosário
Pinguim Sub Lda
Urb. da Raminha Lote 1
8500-579 Portimão – Portugal*

Tef: + 351 917 209 235 (24/7 & WhatsApp)

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E-mail: joao.rosario@pinguimsub.pt

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Às 14:48 de 10/12/2025, Ryan Swaine escreveu:

Dear João

This situation is very frustrating.

I have chased UPS from our side and they said they were looking into it. Are you able to wait until next week? If so, I would like to propose that we send you a replacement if it has not arrived by Monday?

Please let me know your thoughts.

Best 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 Wed, 10 Dec 2025 at 13:02, João Rosario <joao.rosario@pinguimsub.pt> wrote:

Dear Ryan

Good morning

Good morning

To give an update

Today we were contacted by the UPS warehouse, Ms. Margarida, phone number [+ 351 925 484 952].

She informed us that the UPS warehouse is looking for our order and they don't know where it is.

She reported that they had some problems with the driver, who no longer works with UPS.

They are looking for it, but many days have passed.

Just to let you know 8we got e-mails from UPS) UPS had scheduled the delivery for November 27th, and their system said they tried to deliver (which is false, they didn't try because the store was open all day, When something goes wrong, this is the most common excuse used by transport companies.).

The UPS system indicated than that they would deliver on December 2nd, which never happened...

Several contacts were made , Their customer service phone line is not working; calls are answered by automated systems that do not transfer the call to an operator.

We are aware of another situation like this with UPS around the same time with another from a friend of ours , order from Poland that was not delivered. Same !

This is not the UPS we have known for decades; something is not right.

Regards

João Rosário
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Às 11:06 de 09/12/2025, Ryan Swaine escreveu:

Dear João

I am very sorry. I have contacted UPS and we will update you as soon as we receive a reply.

Best 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 Tue, 9 Dec 2025 at 10:49, João Rosario <joao.rosario@pinguimsub.pt> wrote:

Good morning Ryan

I am writing to inform you that UPS has still not been able to deliver the sensor.

Tracking number: 1Z8W47826846627625

It was supposed to have been delivered on November 27th.

It wasn't.

After requesting clarification, they said the door was closed, which is incorrect; our store was open all day.

We were contacted later by UPS, who confirmed that the order was not delivered, and we haven't been able to get any further information since. We called the UPS support number in Portugal, 800208470, and it's impossible to speak to an operator; it says to try again later.

I've been in contact with UPS, but something is wrong.

I'm sending an email exchange with UPS the text is in Portuguese.

If you want to know everything, copy and translate it into English using Google Translate.
I would appreciate it if you could contact UPS on your end.

Thank you

João Rosário
Pinguim Sub Lda
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----- Mensagem reencaminhada -----

Assunto:Re: C-0336290562 - [EXTERNAL] Pagar Vossa fatura F259/047305 [ref:!00DF005wsA.!500e70KtnCh:ref]

Data:Thu, 4 Dec 2025 16:38:56 +0000

De:João Rosario <joao.rosario@pinguimsub.pt>

Para:UPS PORTUGAL CSC 2 <custsvcptpt@ups.com>

Boa tarde

referente envio : **1Z8W47826846627625**

Obrigado pelo vosso e-mail.

Informo que ainda não foi entregue.

A nossa loja está aberta ao publico das 10H00 as 13H00 e depois das 15H00 - 18H45.

Se preferir poderão deixar no nosso armazém. Das 9:00 ás 20H00 Directo (trabalha-se de porta fechada é armazém)

Pinguim sub Lda

[Rua Sidonio Pais Lote H7 Armazém](#)

[8500-735 Portimão](#)

Referencia junto ao museu de Portimão na estrada que vai para Praia da Rocha

Contacto . Sr João Rosario Tlm 917 209 235

Obrigado

João Rosário
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Telefone

Às 13:38 de 28/11/2025, UPS PORTUGAL CSC 2 escreveu:



Estimado cliente,

Muito obrigada pelos dados fornecidos.

Seria possível indicar-nos o horário de funcionamento da loja, de forma que nos seja possível solicitar ao departamento que a entrega seja efetuada no horário de funcionamento.

Atenciosamente,

Tania Gralha

UPS Portugal

Tel. 800 208 470

Email: ptcsc@ups.com

www.ups.com

UPS OF PORTUGAL – TRANSPORTES INTERNACIONAIS DE MERCADORIAS, SOCIEDADE UNIPessoal, LDA.

Sede Social: Rua Francisco Sousa Tavares, Lote 3, Quinta da Francelha de Baixo, 2685-333 Prior Velho, Portugal. Registada na Conservatória do Registo Comercial de Loures sob o Número de Registo Comercial: 16876/20000818 CRC Loures. NIPC: 504066897

Capital Social: 200.000 Euros.

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----- Original Message -----

From: João Rosario [joao.rosario@pinguimsub.pt]

Sent: 11/28/2025 12:05 PM

To: custsvcptpt@ups.com

Subject: Re: C-0336290562 - [EXTERNAL] Pagar Vossa fatura F259/047305 [ref:!00DF005wsA.!500e70KtnCh:ref]

Sra Tania Gralha

Bom dia.

obrigado pela sua resposta , informo que a morada é de uma loja nossa e que esteve aberta ao publico ontem, e que me informam que não . Só se lá foram na hora do almoço! Mas poderiam ter nos ligado que certamente iriamos ao encontro do estafeta e el continuaria o seu trabalho.

Assim como quando fui inicialmente contactado pela UPS a solicitar os certificados eu informei que na altura estava em viagem no estrangeiro e que só na segunda feira estaria em portugal e ai eu trataria logo de. A colaboradora da UPS agradeceu e informou que iria dar entrada da informação no sistema. No dia seguinte fui novamente contactado pela UPS com o mesmo assunto e a mesma resposta me foi dada.

Não se percebe a falta de comunicação interna da UPS (desabafo)

Aproveito a oportunidade para desejar bom fim de semana e agradecer

João Rosário

Pinguim Sub Lda

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Às 11:39 de 28/11/2025, UPS PORTUGAL CSC 2 escreveu:



Estimado cliente,

Muito obrigada pelo seu contacto.

A notificação abaixo enviada para o expedidor foi feita quando a carga estava na alfandega e seria necessário informação adicional.

Contudo envio já se encontra desalfandegado e segundo a informação que dispomos já tentamos fazer a entrega no dia 27/11/25 sem sucesso.

Atenciosamente,

Tania Gralha

UPS Portugal

Tel. 800 208 470

Email: ptcsc@ups.com

www.ups.com

UPS OF PORTUGAL – TRANSPORTES INTERNACIONAIS DE MERCADORIAS, SOCIEDADE UNIPESSOAL, LDA.

Sede Social: Rua Francisco Sousa Tavares, Lote 3, Quinta da Francelha de Baixo, 2685-333

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----- Original Message -----

From: João Rosario [joao.rosario@pinguimsub.pt]

Sent: 11/27/2025 4:39 PM

To: custsvcptpt@ups.com

Cc: ryan.swaine@vandagraph.co.uk

Subject: Re: C-0336290562 - [EXTERNAL] Pagar Vossa fatura F259/047305 - UPS KHN344

Tracking No: 1Z8W47826846627625 Exception Notification

Boa tarde

Muito obrigado pela informação.

Assim sendo ó valor de € 49,47 ser pago ao estafeta .

Contudo recebemos hoje e-mail do nosso fornecedor Vandagraph Ltd a informar da recepção de um aviso por parte da UPS o qual anexamos :

Dear Customer,

We would like to inform you that your support 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	Resolution Needed By
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1Z8W47826846627625	REF: RAN160116-1 SHIPPER : 8W4782 VANDAGRAPH LTD 15 STATION ROAD CROSS HILLS KEIGHLEY BD207 GB	REF: PINGUIM CONSIGNEE : 8PT00G3WF0 PINGUIM SUB LDA URB. DA RAMINHA LOTE 1 PORTIMAO 8500579 PT PH: 00351917209235 TX:	The package(s) have not been cleared through local Customs Ask the receiver to contact their local UPS Office and complete clearance procedures	Ask the receiver to contact their local UPS Office and complete clearance procedures	08 Dec 2025
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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 within 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 email ernexportuk@ups.com (Mailboxes: [ernexportgb\(1-4\)@ups.com](mailto:ernexportgb(1-4)@ups.com) are *no longer monitored*)

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

Agradecemos informação.

*João Rosário
Pinguim Sub Lda
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8500-579 Portimão – Portugal*

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Às 14:01 de 26/11/2025, UPS PORTUGAL CSC 2 escreveu:



Estimado cliente,

Muito obrigado pelo seu contacto.

O pagamento poderá ser efetuado em numerário diretamente ao estafeta, ou caso o mesmo tenha multibanco disponível no ato da entrega.

Se optar por fazer a transferencia ,vimos por este meio facultar-lhe os dados bancários para a realização do pagamento de despesas aduaneira.

Banco BNP Paribas
NIB 0034 0109 00 138 010 222 44
IBAN PT50003401090013801022244
BIC BNPAPTPLXXX

Consideramos ainda importante salientar que, ao optar por transferência bancária, deverá remeter-nos o comprovativo de pagamento para o nosso email ptcsc@ups.com e, a entrega poderá sofrer atraso de até 72 horas úteis, período para confirmação de boa cobrança.

Sem outro assunto de momento, mantemos nos disponíveis para qualquer esclarecimento adicional que julgue necessário.

Com os melhores cumprimentos,
Atenciosamente,

Tania Gralha
UPS Portugal
Tel. 800 208 470
Email.ptcsc@ups.com
www.ups.com

UPS OF PORTUGAL – TRANSPORTES INTERNACIONAIS DE MERCADORIAS, SOCIEDADE UNIPESSOAL, LDA.

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----- Original Message -----

From: João Rosario [joao.rosario@pinguimsub.pt]
Sent: 11/26/2025 11:09 AM
To: custsvcptpt@ups.com
Subject: [EXTERNAL] Pagar Vossa fatura F259/047305

CAUTION! This email originated outside of the organization. Please do not open attachments or click links from an unknown or suspicious origin.

Ex.mos Senhores

Bom dia

Obrigado pelo envio vossa fatura F259/047305 no valor de € 49.47. (nº seguimento 1Z8W47826846627625)

Desejamos pagar mas não com cartão , podemos pagar no acto da entrega ou por referencia Multibanco ou Transferência ?

Obrigado

*João Rosário
Pinguim Sub Lda
Urb. da Raminha Lote 1
8500-579 Portimão – Portugal*

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ref:!00DF005wsA.!500e70KtnCh:ref

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