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**RE: Invoice RAN125253-1**

1 message

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**comptoir** <comptoir@oasis-plongee.com>  
To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

9 October 2020 at 17:00

Yes, let's do that.

We will keep the first that will arrive and return to you the second.

Thank you,

Best regards,

Isaline

Oasis Plongée Scrl

Rue Sous L Eau 66

4020 Liège

Tel : +32(0)4/341.12.19

[HTTP://www.oasis-plongee.com](http://www.oasis-plongee.com)

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**De** : Main Account <viamedinbox@gmail.com> **De la part de** Ryan Swaine**Envoyé** : vendredi 9 octobre 2020 14:38**À** : comptoir <comptoir@oasis-plongee.com>**Objet** : Re: Invoice RAN125253-1

Dear Isaline

We are experiencing an odd delayed parcel at the moment and our mail service have issued a notice that this may happen due to staffing issues during the pandemic.

I can start the claim process in another week or so, as we have to wait 20 working days from when the parcel could have arrived, but this is unlikely to speed anything up and I am still confident that it will arrive eventually. If you like, we can send a repeat order and then when/if the original order arrives, you can return it to us. Would this work for you?

Best regards

Ryan

On Fri, 9 Oct 2020 at 12:39, comptoir <[comptoir@oasis-plongee.com](mailto:comptoir@oasis-plongee.com)> wrote:

Hi Ryan,

Did you get my previous email (see below), because I didn't get any answer to it.

I think it is now more than 20 days and I still didn't receive my parcel.

Thank you.

Best regards,

Isaline

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**De :** comptoir

**Envoyé :** vendredi 2 octobre 2020 16:23

**À :** '[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)' <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>

**Objet :** Invoice RAN125253-1

Hi Ryan,

I come back to you about the parcel I still didn't receive (tracking nbr RS459536789GB).

I have contacted the belgian post (BPOST) wich is in charge of the parcel since the 10 of september.

They have sended me a mail with a file number (see below, I used Google traduction, so my apologies in advance but I guess it will be still easier for you than the french version) and the instructions to follow.

MAIL FROM BPOST:

Dear Client,

We are getting back to you following your contact on 02/10/2020 concerning a shipment for which you are the recipient, bearing the tracking number RS459536789GB.

This contact was referenced by our services under the file number 1-30835518307.

Please contact your sender directly, who will contact bpost to continue processing your file. The reason behind this request is that it is your shipper who has entered into a delivery contract with bpost.

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I hope you will contact them and also that we will finally solve this problem.

Thank you,

Best regards

Isaline

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Cher(e) client(e),

Nous revenons vers vous suite à votre contact en date du 02/10/2020 concernant un envoi dont vous êtes le destinataire, portant le numéro de suivi RS459536789GB.  
Ce contact a été référencé par nos services sous le numéro de dossier 1-30835518307.

Nous vous prions de vous adresser directement à votre expéditeur, qui lui-même prendra contact avec bpost pour poursuivre le traitement de votre dossier. La raison sous-jacente à cette demande est que c'est votre expéditeur qui a conclu un contrat de livraison avec bpost.

Nous voudrions vous remercier de nous avoir informés de votre situation.

Grâce à des clients comme vous, nous pouvons continuellement améliorer la qualité de nos services.

Nous restons à votre disposition et nous vous remercions de votre confiance.

Bien à vous,

Pierre-Simon  
Votre conseiller clientèle

*bpost, toujours à votre service sur [www.bpost.be](http://www.bpost.be).*

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En cas de réponse, ne pas supprimer le code suivant/ In geval van antwoorden, de volgende code

niet verwijderen/ In case of reply, do not delete the following code: [THREAD ID:1-E5YQO42]