



Sarah Walton <viamed.sarah.walton@gmail.com>

Re: Delivery status

1 message

Stefanie Evers <stefanie.evers@berntgmbh.de>
To: sarah.walton@viamed.co.uk

23 March 2021 at 09:33

Dear Sarah,

thanks for you hand. Please ship via Expresß saver and we will see what happend.

Best regards

Stefanie

Am 23.03.2021 um 09:47 schrieb Sarah Walton:

Dear Stefanie,

Yes we can arrange to ship 30 x 0130122 again. Are you still wanting us to ship via UPS Standard service on your account again? Express Saver is via air and this method seems to be arriving quicker than via Standard which is via road.

Kind regards

Sarah Walton

Customer Service Representative

Please note: We are currently working remotely. Telephone calls to the main office will not be answered, but emails will.<http://www.viamed.co.uk>Email sarah.walton@viamed.co.ukGDPR / Privacy Policy available at www.viamed.co.uk/policy

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On Tue, 23 Mar 2021 at 07:32, Stefanie Evers <stefanie.evers@berntgmbh.de> wrote:

Dear Sarah,

I am still waiting for 1Z9W96386844033466.

Is it possible to ship the 30 pieces again ?

Best regards

Stefanie

Am 10.03.2021 um 08:59 schrieb Sarah Walton:

Dear Stefanie,

I have just tracked both parcels and the first is due to be delivered today and the second one tomorrow.

Kind regards

Sarah Walton

Customer Service Representative

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On Wed, 10 Mar 2021 at 07:45, Stefanie Evers <stefanie.evers@berntgmbh.de> wrote:

Dear Sarah,

for your information :

I am still waiting for

1Z9W96386844033466 and
1Z9W96386844320397

I make a call to UPS, and ask what's happend, nothing.

I did not know, what I can do.

Best regards

Stefanie

Am 02.03.2021 um 08:13 schrieb Sarah Walton:

Dear Stefanie,

I have tracked both parcels. The first is due to be delivered today and the second one tomorrow.

Unfortunately every country is experiencing delays with shipments, including the UK at the moment. These delays are Brexit related issues and unfortunately are out of our control.

If you do not receive your parcels by the end of the week. Please can you contact your local UPS office and they will be able to provide you with more information.

Sorry that I can not be of more help with this matter.

Kind regards

Sarah Walton
Customer Service Representative

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On Tue, 2 Mar 2021 at 07:00, Stefanie Evers
<stefanie.evers@berntgmbh.de> wrote:

Dear Sarah,

since 09.02.2021 I am waiting for the delivery of

1Z9W96386844033466

The same happend with the second delivery

1Z9W96386876365584

Please check.

Best regards

Stefanie

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Stefanie Evers

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