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**Order 26022113RS Tracking RV920489392GB**

1 message

**João Rosario** <joao.rosario@pinguimsub.pt>

19 May 2021 at 14:29

To: ryan.swaine@vandagraph.co.uk, gail.bell@vandagraph.co.uk

Dear Ryan

Hoep all is well.

have you got any up date yet?

João Rosário

Pinguim Sub Lda.  
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Best Regards

Em 11/05/2021 10:10, João Rosario escreveu:

Good morning

Incredibly and stupidly yes.  
After what we did to have it delivered to us.  
I should have come to you by now.

That is what they told us one month ago.

Is there a way you can track it with British post?

We have to use UPS or GLs what ever but not this.

I live in a shitty country... it's incredible.

Can I pay for another unit , and when you recieve that one back you give me back a refund after you take out your expenses to all this?

Please advise.

João Rosário

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Em 11/05/2021 10:02, Ryan Swaine escreveu:

Dear João

I am sorry, I went into the warehouse yesterday and nothing has arrived as yet.

Is there any further news from your side? According to the CTT website it states the items has been dispatched as of 04/05/21. Is that dispatched back to us?

Best regards

Ryan

Ryan Swaine  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
Tel: +44 (0)1535 634900  
Mob: +44 (0)7803 907117On Mon, 10 May 2021 at 10:01, João Rosario <[joao.rosario@pinguimsub.pt](mailto:joao.rosario@pinguimsub.pt)> wrote:

Dear Ryan

Good morning.

Any updates.

Sorry about all this.

please advise.

João Rosário

Pinguim Sub Lda.  
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Em 06/05/2021 10:08, Ryan Swaine escreveu:

Hi João

I don't believe so, I have asked our warehouse to have another check to make sure.

Best regards

Ryan

Ryan Swaine  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
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On Wed, 5 May 2021 at 23:38, João Rosario <[joao.rosario@pinguimsub.pt](mailto:joao.rosario@pinguimsub.pt)> wrote:

Dear Ryan

Hope all is well just to find out if you have received yet.

Please advise

João

Em 25/04/2021 11:44, Ryan Swaine escreveu:

Dear João

Of course, we will let you know as soon as it arrives.

Best regards

Ryan

Ryan Swaine  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
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On Thu, 22 Apr 2021 at 23:27, João Rosario <[joao.rosario@pinguimsub.pt](mailto:joao.rosario@pinguimsub.pt)> wrote:

Dear Ryan After weeks of contact with the Portuguese post office. Today we ask again and we are informed that the order was returned to the origin. Stupidity is incredible I am speechless. Please when you receive let me know

João Rosário

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Em 19/04/2021 13:11, João Rosario escreveu:

Dear Ryan

Thank you for all your support.

We also are closed to public, shop is closed (commercial area in town). We are working inside at closed doors in our warehouse which is near the water front.

This morning we again try to find out and we are told it is going to be delivered to us.

I hope so.

I will let you know.

Best Regards & stay safe

João Rosário

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Em 19/04/2021 12:56, Ryan Swaine escreveu:

Dear João

I am really sorry you are experiencing this situation.

Most of us are still working from home to make sure that our warehouse is safe for the people processing stock and orders, but I went in before the weekend to check on any returns and I can confirm we have not yet received your delivery. I will let you know as soon as it arrives.

I guess there is still a chance that they could deliver it to you?

Best regards

Ryan

Ryan Swaine  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
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Mob: +44 (0)7803 907117

On Tue, 13 Apr 2021 at 20:46, João Rosario <[joao.rosario@pinguimsub.pt](mailto:joao.rosario@pinguimsub.pt)> wrote:

Dear Ryan

I hope you are well.

We need your help because the post office in Portugal does not answer us for the registration RV9520489392GB. After countless contact, even a face-to-face contact at the post office, then several by phone, then on their webpage, we even had to register at the post office in Portugal.

We were told by their custom service that another code was assigned once it arrives in Portugal RG799405113PT together with another number at the customs 1815399.

We have registered and send the requested documentation, has they say it hasn't got paperwork. So we send the invoice and proof of payment through the digital platform but we still haven't got any answer.

We were able to find out at the face to face visit to the post office that the parcel arrived in Portugal on March 10, which on March 13. We are told that they have sent an email to us.

However, we are constantly bombarded by phishing emails from the post office and the post office is perfectly aware of the situation, (so we don't reply to this type e-mails they are direct into spam. Our post office knows about this. The even try to issue general alerts in order to alert public off possible fraud. Even having full knowledge of these and other situations, the post office behaves like real monkeys. We are been in a state of pandemic with the companies closed up until the 5th April and this is the best of an institution that should be useful to society.

Due to the information available that I can access on the post office website, looks like it has been returned to the origin (to Vandagraph, incredible)

I apologize immensely for all this situation, what was simple and easy became this.

Please let me know if you can find anything about it.

Regards

João Rosário

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Please let me know what

Em 30/03/2021 16:28, Ryan Swaine escreveu:

Hi João

It seems that the small enterprises like ours are having the most difficulties with this post Brexit system. I hope that they start to make improvements soon.

Best regards

Ryan

Ryan Swaine  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
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On Tue, 30 Mar 2021 at 15:00, João Rosário  
<[joao.rosario@pinguimsub.pt](mailto:joao.rosario@pinguimsub.pt)> wrote:

Dear Ryan

Once again THANK you for quick reply.

Unfortunately the information available on the CTT (portuguese mail) website does not correspond to the truth because it says that there is a lack of accompanying invoice with paid amount and tax identification of the recipient.

Then I can't find any link that can make a request for information

The pandemic serves as an excuse for the inefficiency of services.

Brexit was excellent for helping with commercial transactions.

We the entrepreneurs are well screwed up with such incompetence.

Regards

*João Rosario*

*CEO -Pinguim Sub Lda  
Urb. da Raminha Lote 1  
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[www.pinguimsub.pt](http://www.pinguimsub.pt)*

Em 30/03/2021 12:06, Ryan Swaine escreveu:

Dear João

The parcel is now with your local postal service, CTT. Please find the tracking below:

[Seguir ou Alterar uma Entrega](#)

Use the following tracking number:  
RV920489392GB

I am sorry this is taking so long.

Best regards

Ryan

Ryan Swaine  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
Tel: +44 (0)1535 634900  
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On Tue, 30 Mar 2021 at 11:58, João  
Rosário <[joao.rosario@pinguimsub.pt](mailto:joao.rosario@pinguimsub.pt)>  
wrote:

Dear Gail

Good morning

Hope you are all well.

Can you please assist as I can not track  
the number. I have tried but no results.

I have tried with both numbers  
RV920489392GB and 26022113RS

on 13th March I have this info " 06:29pm

**Your item is currently with Customs in  
the destination country.**

Thank you in advanced

*João Rosario*

*CEO -Pinguim Sub Lda  
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Em 01/03/2021 14:32, Gail Bell escreveu:

Dear Joao Paulo Rosario,

I am writing to inform you  
that your order,  
26022113RS has been  
dispatched.

You can track your order  
reference 26022113RS on  
the , with the following  
tracking number  
RV920489392GB.

Please see attached  
delivery note, DAN129058-  
1 and a copy of your  
invoice, RAN129058-1.

Kind Regards

Gail Bell  
Vandagraph Ltd  
[gail.bell@vandagraph.co.uk](mailto:gail.bell@vandagraph.co.uk)