



Steve Hardaker <viamed.steve.hardaker@gmail.com>

RE: Forward Orders

1 message

Stephen Machin <stephen@prosol.co.uk>
 To: "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>

18 April 2023 at 14:55

Hi Steve,

Apologies for the late response.

I find it a little naughty that a supplier is passing on the risk to the customer for goods being shipped by them from a UK address to a UK address. I understand Incoterms are applied when goods are being shipped from one country to another, but never realised the case in UK shipping until Viamed advised of this. All our other suppliers, as far as I am aware, ship goods to us under their risk and we ship to our customers at our risk, and, as you mentioned in your email, it is very rare that a shipment goes missing.

If we were to pay the 1% insurance, this will further the necessity to increase our prices yet again or to absorb this cost (you are probably going to point out that on a £2000 order the insurance would only be £20 but every penny counts at the moment)

I would have thought that it would have been more sensible that Viamed would have taken responsibility and insured every shipment over a certain amount and applied an extra 1% increase to your products when they are costed so that you weren't losing any money by doing this and keeps the insurance costs "hidden" then there would have been no reason to put the risk on the valued customer. If a parcel did go missing and we, the customer had paid the insurance, it would then be down to us to liaise with UPS to claim the money back creating an extra cost for me to take up one of our employees time filling in forms and chasing UPS for a refund. Another issue that may arise from this is that some carriers ask for original invoices for the product and we wouldn't be able to provide this as you, Viamed, sent the goods. So if you produced your actual cost of the product we would end up out of pocket??

We pay carriage on all orders received from Viamed (something we don't do with our other suppliers as a rule as they have carriage paid order amounts that we adhere to) and I know we probably get better rates from UPS ourselves for the volumes of parcels that we send, but I know what UPS charge us and it is way less than the £12 + vat being charged by Viamed.

I see a lot of options that Viamed could have looked at before upsetting customers.

So, my proposal to you is that you insure and take on the risk of any shipments sent to Prosol, taking into account how much business we give you on a regular basis.

Best Regards

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: Wednesday, April 12, 2023 5:09 PM