

CUSTOMER COMPLAINT REPORT		CCR No.	
Customer:	Prosol UK Sales & Distribution Ltd	Date:	18/4/2023
File No.:	CID3541	P.O.	n/a
Address:	14-16 Gleadless Road, Sheffield, S2 3AB	Invoice:	n/a
Product:	Shipping insurance	Despatched:	n/a
Serial No.(s):	n/a		
Manufacturer / Supplier	Viamed / UPS service		
MHRA Risk assessment carried out <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
<p>Nature of Complaint:</p> <p>Unhappy that we are passing on the risk of shipping to the customer for goods being shipped from a UK address to a UK address when all their other suppliers ship goods at their own risk, and a that 1% insurance will further the necessity to increase prices yet again or to absorb this cost.</p> <p>Suggests 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 the products when they are costed to keep the insurance costs "hidden" with no reason to put the risk onto the customer.</p> <p>Has concerns that if a parcel did go missing, it would then be down to the customer to liaise with UPS to claim the money back creating an extra cost for them and taking up time filling in forms and chasing UPS for a refund.</p> <p>Also says that that they get better rates from UPS themselves for the volumes of parcels that they send than the £12+ vat being charged by Viamed.</p> <p>Proposed that we insure and take on the risk of any shipments sent to Prosol, taking into account their volume of business.</p>			
<p>Result of Investigation:</p> <p> </p> <p> </p> <p> </p> <p> </p>			
Signed:		Date:	
<p>Corrective Action:</p> <p><u>External:</u></p> <p> </p> <p> </p> <p> </p> <p> </p>			
<u>Internal:</u>			
Signed:		Date:	
MHRA Informed?	YES	NO	QC 12