

CUSTOMER COMPLAINT REPORT		CCR No.	CCR153
		Date:	18/4/2023
Customer:	Prosol UK Sales & Distribution Ltd	P.O.	n/a
File No.:	CID3541 - Issue #292707	Invoice:	n/a
Address:	14-16 Gleadless Road, Sheffield, S2 3AB		
Product:	Shipping insurance	Despatched:	n/a
Serial No.(s):	n/a		
Manufacturer / Supplier	Viamed / UPS service		
MHRA Risk assessment carried out Yes No			
<u>Nature of Complaint:</u> <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>			
<u>Result of Investigation:</u> <p>It has been decided that moving forwards, Viamed will assume the insurance risk for UK distributors.</p> <p>Orders will be shipped as CIP, with Viamed paying the UPS shipping insurance for orders with a pre-VAT value of £2,000 or over</p> <p>Distributors will continue to pay the standard £12.00+VAT UPS shipping charge.</p>			
Signed: Steve Hardaker, Technical Support Manager		Date: 9/5/2023	
<u>Corrective Action:</u>			
<u>External:</u> <p>None required. Customer has been advised on phone and in writing.</p> <p>- 15/5/23 Steve Machin acknowledged our response by email and thanked us for addressing his concerns.</p>			
<u>Internal:</u> <p>The relevant procedure, VM3COP20.30 UK Order Processing, has been updated to reflect that Viamed will assume the shipping insurance risk for UK distributors. There is no risk to staff or customers associated with this minor change to the order processing procedures.</p> <p>The office staff have been instructed to no longer ask whether shipping insurance is required when processing orders from UK Distributors, and to amend any outstanding customer orders that were on hold pending a decision to reflect this new procedure.</p> <p>I (SJH) have spoken to Stephen Machin and emailed a written response to confirm that the system has been reverted to the customer paying standard UPS shipping costs and Viamed will now be assuming the shipping insurance risks and associated costs.</p> <p>- 15/5/2023 - Customer acknowledged our response and the Complaint is now closed off. Logged on issue #292707 and CRM record.</p>			
Signed: Steve Hardaker, Technical Support Manager		Date: 15/5/2023	
MHRA Informed?	YES NO		QC 12