

collect+

parcels made easy

47334

LLANGRANOG STORES
CF14 5BL

12:25 27/04/23

SN 033390962 TXN 8458

Thank you for sending
your parcel(s) with
FedEx at 12:26 on 27/04/
2023

PLEASE KEEP RECEIPT
FOR PROOF OF TRANSACTION

CUSTOMER PARCEL RECEIPT

Your package is
accepted.

Parcel=397552702747
fedex.com/gb/tracking

CUSTOMER COPY

Share your Collect+
instore experience on
Trustpilot



Mike Papadacos

From: <noreply@parcel2go.com>
Date: 29 April 2023 14:22
To: <mikep@mpcms-net.com>
Subject: Your Chat Transcript

General Info	
Chat Start Time:	04/29/2023 02:06:16 PM
Chat End Time:	04/29/2023 02:20:47 PM
Chat URL:	https://www.parcel2go.com/service-centre/casere turntosender/validated?orderLineId=114517797&hash=E128D337C1E16F2379C0CFEE14C1BB6A6CFD96A
Referer URL:	https://www.parcel2go.com/
Name:	Mike Papadacos
Email:	mikep@mpcms-net.com
Tracking Reference:	114517797
Initial Question:	

Chat Transcript
<p>02:06:20 PM [Bot]</p> <p style="text-align: center;">Click here to Self-Serve</p> <p style="text-align: center;"><u>Rebook, Cancel & Refund, Edit Address, Loss & Damage enquiry...</u></p> <p>Hi, I'm Ellie - P2G's virtual assistant. How can I help you?</p> <p>-</p> <p>Please select from the following topics, or type a question.</p> <p>[Booking a new order] [Tracking] [Collection] [Delivery] [Labels] [Business Rates] [What is my claim status?] [Evri Savings] [Pallet query]</p> <p>02:08:09 PM [Customer] How do I request that my parcel is stopped and returned to me?</p> <p>02:08:09 PM [Bot] If you want to put a stop and return on your parcel, you will need to request this before delivery. There is a chance that your delivery may still be attempted, in which case you must advise the receiver to refuse the parcel. Where was your parcel headed? [UK] [International]</p> <p>02:08:14 PM [Customer] UK</p> <p>02:08:14 PM [Bot] Please select from the below options: [I want to request a return] [My parcel is already being or has already been returned]</p> <p>02:08:23 PM [Customer] I want to request a return</p> <p>02:08:23 PM [Bot] Let me pass you to a member of our team who will be happy to help [Start chat]</p>

02:08:58 PM [Jamie] Hello, you are chatting to Jamie.

02:09:13 PM [Jamie]

Hi Mike.

02:09:17 PM [Jamie]

How can I help you today?

02:10:02 PM [Mike Papadacos] Hi Jamie. I need to have the parcel returned to me because the recipient would not be there to receive it

02:11:23 PM [Mike Papadacos] It was supposed to be delivered today with DHL but your ytem sent it with fedex and will be delivered on Tuesday

02:11:38 PM [Jamie]

I am sorry to hear of this, looking into it for you now.

02:11:50 PM [Mike Papadacos] Thank you

02:13:25 PM [Jamie]

Whilst I can of course ask that your parcel is returned, I must advise that this is not something that can be guaranteed, as the collection has taken place and the parcel is in the process of delivery. There is a possibility that the delivery may be attempted, in which case you must advise the receiver to refuse the parcel. Can you possibly agree to these terms so we can begin the returns process?

02:15:32 PM [Mike Papadacos] The receiver is flying off to Africa Monday afternoon and there's nobody there after that. That was a parcel to take with him for a school in Zambia..

02:16:05 PM [Mike Papadacos] Yes we need to proceed with the return

02:16:22 PM [Jamie]

Sure thing, I will request this for you now.

02:16:38 PM [Mike Papadacos] Thank you

02:16:56 PM [Jamie]

Can you confirm the return address for me please?

02:17:50 PM [Mike Papadacos] 8 Everest Walk Cardiff CF14 5AX tel 07970879895

02:18:48 PM [Jamie]

Thank you.

02:19:17 PM [Mike Papadacos] Do you need anything else from me?

02:19:53 PM [Jamie]

No thank you. I have requested the return. :)

02:19:57 PM [**Jamie**]

Is there anything else I can help you with today?

02:20:33 PM [**Mike Papadacos**] No thank you and have a nice weekend!!

Mike Papadacos

From: "Mike Papadacos" <mikep@mpcms-net.com>
Date: 03 May 2023 13:29
To: "Parcel2Go.com" <fxsupport@parcel2go.com>
Subject: Re: Your Query Has Been Resolved | P2G114517797 Case Reference: 2914648

Hello

I received your email telling me that my query has be resolved.

However I went to pick my parcel from the drop off point and they won't release it because they don't have an email from Fedex to do so even though Fedex had not even bothered to pick it up. I did pay for extra protection and delivery

guarantee. What kind of business is that?

Trying to claim a refund your system tells me that I can't get a refund because the parcel is in transit.

It seems that your system is rubbish and although I have sent parcels with you before this time you failed me. Apart that it was supposed to be sent with DHL (fasted delivery) next day I was assigned to Fedex that they did not even pick it up although I had checked before for the progress it it did show as it was picked up.

I did inform your people about it for not delivering on time because the receiver was going away on Monday the 1st. I did spoke to your agent and it was supposed to be returned back and as I found out it was not being even picked up.

Now I can't get my parcel back from the drop off point and I can't get refund either.

I'm not a well person and I shouldn't have to go go through this situation. I expect the matter to be resolved ASAP.

Mike Papadacos

From: Parcel2Go.com
Sent: Wednesday, May 3, 2023 9:02 AM
To: mikep@mpcms-net.com
Subject: Your Query Has Been Resolved | P2G114517797



Your Query Has Been Resolved

Dear Mike Papadacos

According to our records your query has been resolved.

We have checked the On Line Tracking for shipment 397552702747, I am sorry this shipment is not showing that it has been collected from the Retail Drop Off Site as yet.

If the customer would like the goods back they will need to go to the Retail Drop Off Site with there receipt and they will give them the goods back.

If you require any further assistance with this order, please get in touch and we'll be more than happy to help.

You can reopen your case by replying to this email.

Did you know? You can now do more on our [Help Center](#) such as:

- Track your parcel
- Reschedule a collection
- Request a refund

To make it easier to get in touch, you can also use our live chat available 24/7 within our Help Centre.

Thank you for your patience in this matter.

Kindest Regards,
The Parcel2Go Support Team

Case Reference: 2914648

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The Cube, Coe St, Bolton, BL3 6BU

Mike Papadacos

From: <noreply@parcel2go.com>
Date: 04 May 2023 13:52
To: <mikep@mpcms-net.com>
Subject: Update to your enquiry | Parcel2Go P2G114517797



We've Got An Update On Your Parcel Enquiry

Dear Mike Papadacos,

We're writing to update you on our investigation for order: **P2G114517797**.

Firstly, please accept our apologies for any inconvenience caused. We strive to keep all our customers happy with their service, which is why we take it seriously when we're contacted about a potential problem.

Compensation For Your Loss

Our records show that you took out protection on your parcel for the declared value of its contents. That means that in the event that your claim is successful, you'll get fully compensated for the declared value of your parcel.

What Happens Next?

To help us progress your claim as quickly as possible, you'll need to upload supporting documents.

View your case to submit the required information.

Deadline to submit documents: 25/05/2023

[View My Case](#)

Kindest Regards,
[Parcel2Go.com](#)

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You are receiving this email because you've registered on <https://www.parcel2go.com>
Problems viewing this email? [Open in your browser](#).

Mike Papadacos

From: "Parcel2Go.com" <refunds@parcel2go.com>
Date: 04 May 2023 13:56
To: <mikep@mpcms-net.com>
Subject: Parcel2Go.com | We've received your request for a refund.



We've Received Your Refund Request

Dear Mike,

We're writing to inform you that we've received your recent request for a refund regarding your recent order **P2G114517797**.

The refund requested is for

£17.99

The Review Process

Now that we've received your refund request, one of our refund co-ordinators will review your order details. We aim to complete this process within 2 working days. We politely ask for your patience as we perform all the necessary checks to ensure our decision is fair and well-researched.

What Happens If Your Refund Is Approved?

If we approve your refund, we'll send you an e-mail confirming the refund amount. Though we aim to pay all refunds in 2 working days, please be aware that refunds can take up to 7 working days to be fully processed and safely deposited back to your source of payment.

Kindest Regards,

Parcel2Go.com

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DELIVERED

Thursday

04/05/2023 at 13:04

Signed for by: S. WHIPP

[Obtain Proof of delivery](#)

Want updates on this shipment? Enter your email and we will do the rest!

YOUR EMAIL

SUBMIT

MORE OPTIONS

Check For Delivery Options



DELIVERY STATUS

Delivered

TRACKING ID

397552702747

FROM
CARDIFF, SG GB

Label Created
27/04/2023 5:30 AM

PACKAGE RECEIVED BY FEDEX
PONTYCLUN GB
03/05/2023 2:34 PM

IN TRANSIT
KINGSBURY GB
04/05/2023 12:14 AM

OUT FOR DELIVERY
WELLINGBOROUGH GB
04/05/2023 7:01 AM

DELIVERED
NORTHAMPTON, NR GB
Delivered
04/05/2023 at 13:04

[View travel history](#)

Shipment facts

Shipment overview

TRACKING NUMBER	397552702747
DELIVERED TO	Residence
SHIP DATE	03/05/2023
ACTUAL DELIVERY	04/05/2023 at 13:04

Services

SERVICE	FedEx Next Day
TERMS	Shipper
SPECIAL HANDLING SECTION	Deliver Weekday, Residential Delivery

Package details

WEIGHT	15 lbs / 6.8 kgs
TOTAL PIECES	1
TOTAL SHIPMENT WEIGHT	15 lbs / 6.8 kgs
PACKAGING	Your Packaging

[Back to top](#)

Travel history

SORT BY DATE/TIME
Ascending



TIME ZONE
Local Scan Time



Please check our [Service News](#) for the latest updates.



Mike Papadacos

From: <noreply@parcel2go.com>
Date: 04 May 2023 20:04
To: <mikep@mpcms-net.com>
Subject: There is an update on your claim | Parcel2Go P2G114517797



We've got an update on your claim

Dear Mike Papadacos

We're writing to let you know we have made a decision regarding your recent claim P2G114517797.

After much consideration, we're very sorry to let you know that we were unable to approve your claim in this instance.

Why we couldn't approve your claim

Our records indicate that **your parcel was successfully delivered** to your recipient. This unfortunately invalidates any claims against loss.

Lastly, we would like to apologise for any inconvenience caused during the claims process. Parcels are rarely lost and we hope that this will not deter you from using our service in the future

[View My Case](#)



Rate Your Experience
It Takes Less Than 30 Seconds

How likely are you to recommend Parcel2Go to your family and friends?



Kindest Regards,
The Parcel2Go Claims Team

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