Subject: Has anyone refused delivery from UPS?
Posted by lensman on Thu, 17 Oct 2013 20:32:42 GMT
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I have written to customer service but thought I'd post here as well to get some feedback.

I'd like to know what the repercussions are for the refusal of an item I ordered when UPS show up? UPS left a delivery attempt notice at my door for a silver ring that I paid $46.21 for, including $6.50 delivery.... NOW, the UPS notice says I owe $38 for COD charges!! I'm tempted to refuse it since there is no way I can sell this ring for anywhere near what it is going to cost me! $38 extra for a ring that cost $39 !! This is getting ridiculous.

Subject: Re: Has anyone refused delivery from UPS?
Posted by Andrewsimonthomas on Thu, 17 Oct 2013 21:40:38 GMT
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Hey Glenn,

I answered your email, just wanted you to know

Andrew at Customer Service

Subject: Re: Has anyone refused delivery from UPS?
Posted by lensman on Fri, 18 Oct 2013 20:58:26 GMT
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Thanks, Andrew. Yep, the driver is taking it back to the office to "sort out".

Subject: Re: Has anyone refused delivery from UPS?
Posted by bartv on Wed, 23 Oct 2013 09:27:56 GMT
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Hey lensman,

just to be sure - was this a delivery to Canada? Was this related to import fees?

Did you hear back from them yet?

Cheers,

Bart

Subject: Re: Has anyone refused delivery from UPS?
Posted by lensman on Wed, 23 Oct 2013 13:06:34 GMT
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Yes, it was to Canada. And, yes, it was import fees, I believe. I can't say for sure because since the driver departed with box in hand I've heard nothing since!

I'm going to try and call them today but I'm not holding my breath that I'll get anywhere.

Subject: Re: Has anyone refused delivery from UPS?
Posted by lensman on Thu, 24 Oct 2013 11:20:55 GMT
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Bart, I'm going to send you a PM. Not happy with UPS who state on the tracking info that I DO NOT ACCEPT COD's and that I REFUSED the package which is entirely untrue.

Subject: Re: Has anyone refused delivery from UPS?
Posted by lensman on Thu, 24 Oct 2013 13:11:39 GMT
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So, for future reference to anyone else experiencing higher than normal charges from UPS at the door please be advised I just found out from UPS why these charges were so high: Apparently the package was shipped via GROUND delivery and not AIR as is usual from Shapeways. UPS rep told me that was directly the cause for the increased cost, since I had her check other recent packages and confirmed they were AIR shipments.

I have requested info from Customer Service as to why this occurred.

Subject: Re: Has anyone refused delivery from UPS?
Posted by PeregrineStudios on Thu, 24 Oct 2013 14:31:33 GMT
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lensman wrote on Wed, 23 October 2013 13:06Yes, it was to Canada. And, yes, it was import fees, I believe. I can't say for sure because since the driver departed with box in hand I've heard nothing since!

I'm going to try and call them today but I'm not holding my breath that I'll get anywhere.

Just so everyone understands what's happening with that fee:

If you look at your receipt, it should be broken down into Import Duties and GST (or however they choose to label them), and Brokerage. The Import Duties and GST are what the Canadian government actually charged you for importing it (they only charge you that if the package is over $20 CAD in value). The brokerage fee is what UPS charges you because they had to sign a couple pieces of paper to import that item with duties attached.

The difference of course is that compared to say, the postal service, which will only randomly charge packages import tax, UPS will make sure you get charged every damn time so they can get their brokerage fee.

Subject: Re: Has anyone refused delivery from UPS?
Posted by lensman on Thu, 24 Oct 2013 16:33:52 GMT
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True enough, but the EXTRA cost was because the package was shipped differently. And I'd like to know why.
Edit: And I couldn't look at the shipping info/invoice because I didn't have the package in my hand. I was given a breakdown of the fees by the UPS rep though.