

PJU

MY TICKETS

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anna.kuz@inbox.lv - Beffino LV

Did **Regīna** help you?

RATE THEIR ANSWER

RESOLVED

REPLY

Regīna

wrote

Aug 14 (2 days ago)

R

Your order is being processed (a label is created to be given to Expedico), it will be given to Expedico as soon as possible. Note that tracking information gets updated every couple of days. Sorry for delay and inconvenience.

Sirsnīgi sveicieni,

Lai novērtētu klientu atbalsta sniegumu vai apskatītu savu sarunu vēsturi,

skatiet tālāk norādīto saiti.

https://pju.ladesk.com/ticket_0Bb8bpCC8X01wJzx

Show quoted text

Visitor447914

wrote

Aug 11 (5 days ago)

V

Hello.

As I see in Status history of parcel 1358233311565, the only data about pack was received by Expedico. But not the pack.

03 Aug 2023

8:07 AM Parcel data received

WHEN YOU WILL PROVIDE THE PACK TO COURIER EXPEDICO

????????????????????????????????

parcel tracking_11.08.2023.docx
(70.5kB)

Regīna

wrote

Aug 10 (6 days ago)

R

Coruier Expedico, when the package will be on the way, you will be able to track it here: <https://expedico.eu/tracking?code=1358233311565>

Sirsnīgi sveicieni,

Lai novērtētu klientu atbalsta sniegumu vai apskatītu savu sarunu vēsturi, skatiet tālāk norādīto saiti.

https://pju.ladesk.com/ticket_0Bb8bpCC8X01wJzx

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Visitor446072

wrote

Aug 10 (6 days ago)

V

Who must give the pack to DPD?

Regīna

wrote

Aug 10 (6 days ago)

R

Your order will be sent as soon as possible. It takes 3-5 days from the time it is sent, sorry for delay. We have more orders than usual so delivery takes a bit longer. The courier DPD will contact you before delivery, you can also choose later to forward the package to their DPD parcel machine. This situation means that you won't receive your order sooner than within 5 working days. We cannot predict exact date when the package will be given to courier DPD. We apologize for any inconvenience.

Sirsniģi sveicieni,

Lai novērtētu klientu atbalsta sniegumu vai apskatītu savu sarunu vēsturi, skatiet tālāk norādīto saiti.

https://pju.ladesk.com/ticket_0Bb8bpCC8X01wJzx

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Visitor445999

wrote

Aug 10 (6 days ago)

V

??

Visitor435464

wrote

Aug 9 (7 days ago)

V

When my pack will be provided to final courier? Please contact with transport company to make clear final delivery date. It is your responsibility follow-up and solve logistic issues. And question: do you have your thoughts, instead of answering by cliches?

Regīna

wrote

Aug 9 (7 days ago)

R

Hello, thank you for contacting us.

Your order is already being processed so we cannot cancel it, but you can reject it with the courier and you will receive a refund when the parcel is on its way back to us. We have an increased volume of orders, so delivery takes longer than usual. We apologise for any inconvenience.

Sirsniģi sveicieni,

Lai novērtētu klientu atbalsta sniegumu vai apskatītu savu sarunu vēsturi, skatiet tālāk norādīto saiti.

https://pju.ladesk.com/ticket_0Bb8bpCC8X01wJzx

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Anna Kuznecova

wrote

Aug 9 (7 days ago)

A

Hello,

my order number BE3669388 still not delivered. Not any exact answer received from https://pju.ladesk.com/ticket_fpCa14WPFTZj05uc.

Here the answers from PJU and DPD:

PJU: Piegādes datums un laiks ir atkarīgs no gala kurjera DPD, kad paka būs gatava piegādei, DPD jums nosūtīs SMS un zvanīs, lai sarunātu ar jums jums piemērotu piegādes datumu un laiku.

DPD: "The indicated shipment has only been created, but has not yet been handed over to DPD for delivery. I invite you to contact the sender to clarify the status of the shipment."

More over delivery date again moved forward. Already to 14.08.2023. As I understood your company is scammers and I will be need involve local Center for the Protection of Claimants' Rights and police.

Please return my money for not delivered pack to my bank account.