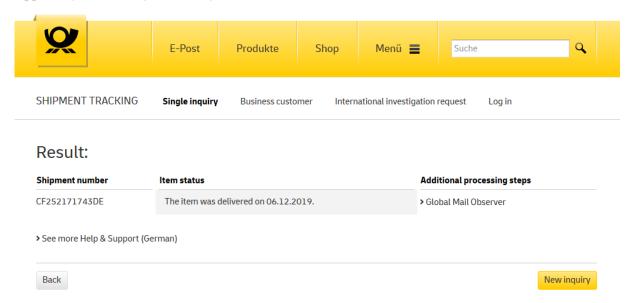
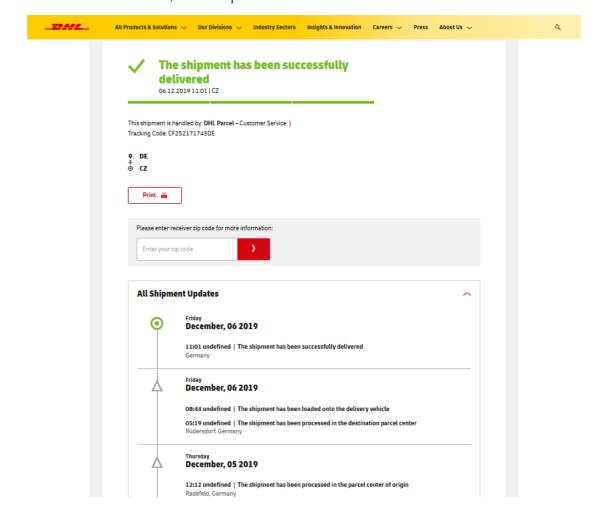
I have a problem with parcel sent from DE to CZ (Brno). It should be delivered to Lenka Suchankova to following address: Moravske namesti 6, Brno 65740, Czech republic but **NEVER ARRIVED!**

According to tracking information it was delivered, but it was NOT and even your system shows it is still in transit. There is obviously problem in your system and/or it was lost. The parcel number is **CF252171743DE**.

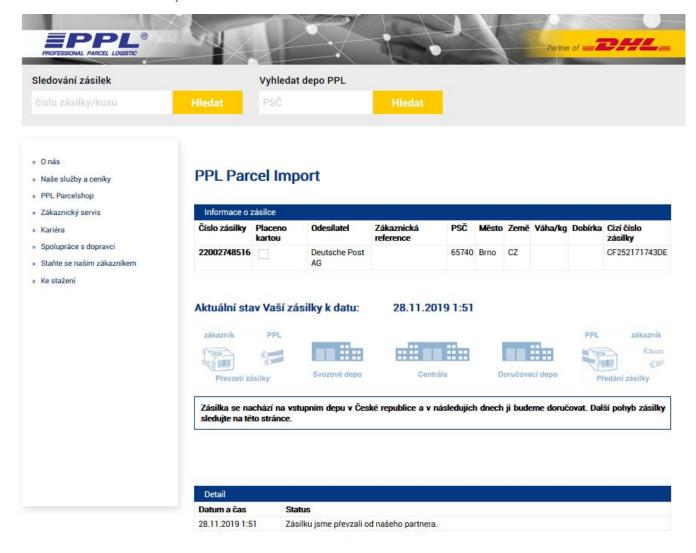
Apparently it was firstly handled by **Deutsche Post AG**.



Then the parcel was handled by **DHL**. According to their tracking system it was loaded to delivery vehicle in Rüdersdorf, Germany on Dec 6 at 8:44 and it was supposed to be delivered at 11:01 in Brno, which is technically impossible in two hours (it is about 600km)!!! And also it shows it was delivered at 11:01 somewhere in Germany! But it should be delivered in Brno, Czech Republic!



Parcel is also shown in Czech DHL/PPL tracking system. It says it is in inbound center since 28.11.2019 1:51 and should be delivered in next days.



Please advise how to proceed with refund. Parcel value was approx. 4964.46 CZK. It was handled by aliexpress and since it shows it was delivered, the funds were already sent to the seller. So if the parcel was lost, don't sent the refund to the seller but to me instead! (IBAN: CZ67 3030 0000 0017 5671 0015)

Thanks in advance.

Lucie Suchánková (tomas.janirek@gmail.com)