

Hi,

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**.

The screenshot shows the Deutsche Post AG website interface. At the top is a yellow navigation bar with the logo, 'E-Post', 'Produkte', 'Shop', 'Menü', and a search bar. Below this is a secondary navigation bar with 'SHIPMENT TRACKING', 'Single inquiry', 'Business customer', 'International investigation request', and 'Log in'. The main content area displays the tracking result for 'CF252171743DE'. The 'Item status' section indicates 'The item was delivered on 06.12.2019.' and 'Additional processing steps' include 'Global Mail Observer'. A link to 'See more Help & Support (German)' is provided. At the bottom of the tracking area are 'Back' and 'New inquiry' buttons.

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!

The screenshot shows the DHL tracking page for shipment CF252171743DE. The top navigation bar includes the DHL logo and links for 'All Products & Solutions', 'Our Divisions', 'Industry Sectors', 'Insights & Innovation', 'Careers', 'Press', and 'About Us'. The main message is 'The shipment has been successfully delivered' with a green checkmark and the date '06.12.2019 11:01 | CZ'. Below this, it states 'This shipment is handled by: DHL Parcel - Customer Service' and 'Tracking Code: CF252171743DE'. A map shows the route from DE to CZ. There is a 'Print' button and a form to 'Please enter receiver zip code for more information:'. The 'All Shipment Updates' section shows a timeline of events: 'Friday, December, 06 2019' at 11:01 (delivered in Germany), 'Friday, December, 06 2019' at 08:44 (loaded onto delivery vehicle) and 05:19 (processed in destination parcel center in Rüdersdorf, Germany), and 'Thursday, December, 05 2019' at 12:12 (processed in parcel center of origin in Radefeld, Germany).

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.



Sledování zásilek **Vyhledat depo PPL**





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PPL Parcel Import


Informace o zásilce									
Číslo zásilky	Placeno kartou	Odesílatel	Zákaznická reference	PSČ	Město	Země	Váha/kg	Dobírka	Cizí číslo zásilky
22002748516	<input type="checkbox"/>	Deutsche Post AG		65740	Brno	CZ			CF252171743DE

Aktuální stav Vaší zásilky k datu: **28.11.2019 1:51**

zákazník PPL



PPL zákazník



Zásilka se nachází na vstupním depu v České republice a v následujících dnech ji budeme doručovat. Další pohyb zásilky sledujte na této stránce.

Detail	
Datum a čas	Status
28.11.2019 1:51	Zásilku jsme převzali od našeho partnera.

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)