

Jodie Ng
2991 West 34th Avenue
Vancouver, BC V6N 2J9
March 2, 2016

UPS Canada
1022 Champlain Avenue
Burlington, ON L7L 0C2

Attention: Customer Service Department

Subject: Undelivered Package

Dear UPS Customer Service,

I am writing about an undelivered package from Logitech. According to online tracking details, the package was supposedly left on my front door on January 26.

I called UPS customer service and informed them that, although I was home all day, I never received the package. I also asked all other members of my family and my neighbors to ensure that the package wasn't accidentally received by someone else. I've further been in contact with Logitech Customer Service.

After conferring with Logitech, they explained to me that they will not ship me another product. They stated that after they delivered the package to UPS it became their responsibility to deliver that package to the customer. I understand that packages can be lost or stolen on-route. However, as a student, I was not happy about losing a \$90 package. Furthermore, I was disappointed that the delivery person simply left the package outside without requesting a signature or ringing the doorbell. Additionally, I am frustrated that even after four separate calls to both Logitech and UPS, neither parties are willing to take responsibility for the issue.

I have been a loyal customer for a number of years and have always appreciated the timely delivery and service in the present and past. I hope that you would take the time to look into this matter (Package Number: 1ZR6V2176836906925).

Thank you for taking the time to review this issue. I look forward to reading your response.

Sincerely,



Jodie Ng

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Dear Jodie Ng,

We have received your letter of complaint dated March 2, 2016, regarding your unreceived package. Thank you for your patience and please accept my deepest apologies for the matter. UPS is committed to timely deliveries and providing the best customer experience.

I have reviewed your case file and, unfortunately, our system does report that the package was delivered at 10:17 AM on January 26. The best we can do for you is contact Logitech to proceed with a Lost Package Claim. We need to verify that the product falls within the guidelines of the UPS terms and the contract with the shipper, Logitech. The case number is **003495659** if you want to follow on the matter. The issue will also be submitting to our internal department who will look into the problem and take the necessary steps to ensure the offence will not happen again.

We very much appreciate your patience and hope to resolve this matter soon.

Kind Regards,

A handwritten signature in black ink that reads "John Smith". The signature is written in a cursive style, with the first name "John" and the last name "Smith" connected together.

John Smith

UPS Customer Service Agent