

Muhammad Usman Ali  
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LU4 8LA

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Yodel  
Yodel Direct C/O  
Coe House,  
Coe Street,  
Bolton,  
BL3 6BU, United Kingdom

Dear Yodel,

### **Consumer Rights Act 2015**

On 20/11/2018, you did the following work: to pick my parcel which had my laptop macbook air purchase price £850 from my home address 49 Maidenhall Road, LU4 8LA and deliver it to Harben House Severn Drive, NEWPORT PAGNELL, MK16 9EY at a cost of £7.50.

We agreed this work would be completed by 22/11/2018.

However, I have had the following problems:

- The parcel did not get delivered to its destination I have proof of non-delivery from the company I was sending the parcel to.
- The Yodel tracking is misleading has an incorrect signature and name i.e. I sent the parcel to Jamie Horn. Yodel tracking page shows Poters and Poters signature. I have proof of signature from the recipient I was sending item to it does not match what yodel tracking is showing and the name is wrong for a start.
- On contacting yodel about the item not being delivered they interviewed the delivery driver and he claims that he handed it to a person in white van in the car park which is definitely not right he should hand it in reception or else take the parcel back safely.
- Yodel then said they would carry out a missing parcel investigation which took nearly 1 month for them to do and found nothing and said your parcel is lost please do a claim. I think they did not even carry out a proper investigation at all
- As a result of the claim they have only offered to pay me £20 compensation which I will not accept at any cost..

According to the law named above, I am entitled to have this work done with reasonable care and skill.

My laptop was bought back in January 2015 for an amount of £850 for which I have the invoice proof and my bank statement as a proof. Yodel has only offered me £20 which I will not accept at any cost. I know the value of the laptop would have depreciated by now. I want the depreciated value i.e. £500 for my laptop from yodel and will not accept anything less than £500.

Please respond to my complaint/complete the work in the next 14 days. If you fail to respond/remedy in this time, I will have no option but to consider taking the matter further.

Yours sincerely

Muhammad Usman Ali