



Kerry Hecht &lt;kerryelizabeth@gmail.com&gt;

**DHL AWB 2175656011**

1 message

**Joshua Brandon (DHL US)** <joshua.brandon@dhl.com>  
To: "Kerryelizabeth@gmail.com" <Kerryelizabeth@gmail.com>  
Cc: US CS Documents <uscdocuments@dhl.com>

Tue, Oct 20, 2020 at 5:03 PM

Dear Kerry,

I hope you are having a good day. I am following up with you concerning the trace opened on your shipment and the conversation we had previously. At this time, unfortunately I am showing that the package was delivered without a signature obtained as requested and the "proof of placement" photo that the driver took was not sufficient enough for them to confirm this was delivered correctly, and I do apologize. Moving forward, please contact your shipper so that you can file a claim for reimbursement/replacement and they can contact their local DHL to file a claim as well. Since this was not delivered per the instructions given I will now be closing this inquiry without further follow up, but if you have any questions please call (877) 297-6031.

DHL IL: 1 700-707-345

Thank you for choosing DHL

Best Regards,

***Joshua Brandon****Research Advisor – Customer Care****DHL Express****1910 West Rio Salado Parkway**Tempe, AZ 85281**USA**Phone: +1 (877) 297-6031**Fax: +1 (480) 366-6911*[Joshua.Brandon@dhl.com](mailto:Joshua.Brandon@dhl.com)[www.dhl-usa.com](http://www.dhl-usa.com)



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