

My post office suggested I write to you as you are currently doing a review on courier services.

I have an online business selling various items so need to post all manner of things large and small currently doing around 1000 parcels a year, here are a few of my issues.

Postage insurance I no longer take out as they will always try to wriggle out of paying out and in making a claim it can take hours on the phone and computer thus making it unviable to even try. When booking a parcel online they may even say a item cannot be covered which is fair enough but they will still put at least 2 pop up menus telling you in strong terms you should take out insurance even though they know they would never pay out .

A few times I took out delivery insurance as they were very unreliable in getting things delivered and I thought this would speed them up, well what a waste of time and money that was the first time they actually said a parcel had been delivered on time when both me and recipient knew this not to be true and would not pay out. The second time I thought right I will get you now so took a photo of the parcel with the days newspaper and date when it came to claiming I spent an hour on the phone and they eventually just lied and said they didn't say it would be delivered on the date they did, I thought ok I will check emails and records and amazingly their actual date was not on any of them. In short when buying this insurance a pop up comes up and says if not delivered by this date we will reimburse you, unfortunately once you get the insurance and the pop up disappears there is no record of the date not on emails or anything else so this enables them to deny the agreed date.

Obviously they very rarely deliver a parcel in the time they state which is fair enough with Covid and staff shortages etc. but I pay extra for collection (as I live 20 mile round trip from the nearest drop shop) but they never collect on time in fact quite often they never collect at all, even though I pay extra for this service, to claim this small amount of money back I have to spend at least one hour on the phone making it unviable, they will never refund the collection cost unless I go through this lengthy process even though they know they didn't collect it. My customers don't have to wait or even ask for refunds due.

There's obviously the lost parcels which is a whole another story.

I have many more stories but really am sceptical as to whether this email will make any difference as this poor service has been going on for years and I am so disheartened by the whole system and on the verge of having to stop my business as I cannot afford to keep refunding my customers with no redress to the courier companies.

Please help the small businesses like myself who are dying slowly because of poor and unscrupulous courier company called HERMES basically your the last hope.

The recent issues with insurance are with Parcels2go as I book my parcel companies through them as its slightly cheaper, I though have in the past had similar issues with Hermes regarding the difficulty in getting them to pay out insurance but have not used their website for a year now.

I do whenever possible use the royal mail parcel force service which though can have problems especially now is by far and away a much more reliable service but unfortunately for a parcel just over 2kg very expensive.