

## Re: pay close attention to your local UPS Store!!!

**Source:** <http://sci.tech-archive.net/Archive/sci.astro.amateur/2004-07/4479.html>

---

**From:** Sol Sunspot (*solsunspot\_at\_upthere.sky*)

**Date:** 07/31/04

Date: Sat, 31 Jul 2004 02:50:52 GMT

"lightshow" <lightshowOne2004@yahoo.org> wrote in message  
news:410AEF8C.9000804@yahoo.org...

> *Sol Sunspot* wrote:

>> *Oh, one more thing guys. Since I know quite a lot about shipping and  
not*

>> *trusting the store after giving me the runaround, I demanded to see the  
box*

>> *after it was packed. Not surprisingly, they didn't tape over two areas*

>> *where a person or a forklift could easily latch onto, thus ripping the  
box*

>> *open. The experience I had has caused them to loose a customer  
permanently,*

>> *although I am not blaming the main UPS firm for this stupidity.*

>>

>> *Ted*

>>

>>

>>

>> *"Sol Sunspot" <solsunspot@upthere.sky> wrote in message*

>> *news:I2BOc.3118\$Jp6.1646@newsread3.news.atl.earthlink.net...*

>>

>>> *Guys and gals,*

>>>

>>> *Just wanted to give you a heads up about considering using the UPS Store*

>>

>> *to*

>>

>>> *ship your telescope. I recently sold a C-14 to a foreign customer. I*

>>> *lacked the necessary packing and decided to take it to the UPS Store.*

>>

>> *After*

>>

>>> *sitting around in the store for two days, being off by over \$100 on  
their*

>>> *estimate, and forgetting to have me sign the necessary shipping papers  
for*

>>> *exportation (which required me to drive back 50 miles to sign), the*

sci.astro.amateur: Re: pay close attention to your local UPS Store!!!

> >>telescope was finally shipped out in a "reinforced"(what they called it)  
> >>SINGLE box. Now I don't know what's happened with these stores since  
UPS  
> >>acquired Mailboxes, but if they're all this way they're destined to go  
out  
> >>of business in no time! With Mailboxes, I NEVER had anything sitting  
> >  
> > around  
> >  
> >>and anything I ever took there was packed while I waited and ready to  
ship  
> >>in 20–30 minutes. And their estimates were ALWAYS very, very close,  
> >  
> > unlike  
> >  
> >>with this UPS Store. Also, they had promised to call me with a tracking  
> >>number by 7 PM of the SAME day I had taken the scope there to ship. Of  
> >>course that call never came. They referred to the telescope as the "big  
> >>gray thing", not really even knowing what it was.  
> >>  
> >>Bottom line, beware of the UPS Stores! My understanding is that they  
> >  
> > really  
> >  
> >>AREN'T associated with the main UPS branch itself (whom I've NEVER had  
> >>problems with) and lack much of the UPS training. I guess the best  
thing  
> >  
> > to  
> >  
> >>do would be to call the store first and find out detailed instructions  
> >>regarding how they ship telescopes. If they've never heard of it, time  
to  
> >>find another store.  
> >>  
> >>Ted Jones  
> >>  
> >>  
> >  
> >  
> >  
> >  
>  
> There are MANY computer manufacturers who will not (and haven't for  
> several years ) ship UPS Ground.

My gripe isn't with UPS itself as I've always had good luck with them, but with these UPS Stores that they have acquired, apparently formerly Mailboxes, Etc. I fully understand the position of many manufacturers not wanting to ship with a specific service for various reasons. I feel the same way regarding shipping certain items with the USPS.

Re: pay close attention to your local UPS Store!!!

sci.astro.amateur: Re: pay close attention to your local UPS Store!!!

- > *It seems that you saw how the 14" was packed. After having observed how*
- > *it was done, what did you expect?*

They DID actually get the packing right as I saw to that personally. I had my initial doubts after my previous experiences, but after a few reminders they reluctantly double boxed the scope which they weren't going to do at first. If I hadn't of been there though to double check.....

It would seem to me that packing a 14"

- > *scope for any sort of shipping may be an art... You may want to out your*
- > *"palette."*

Yeah, definitely should have packed it myself! Would have saved a lot of aggravation!

Ted

- > *jon*
- >