Request to UPS and Alibaba for Investigation into Repack & 4,400 extra miles on a 6000 mile delivery...

On behalf of:

Chinese Metal Fabrication company, Insurers, and End Customers (like me)

Shipped from China, supposedly via Airmail	Received 4 weeks later with UPS doing final leg...
	

NOT SEEKING REIMBURSEMENT FOR DAMAGES - SEEKING EXPLANATION ABOUT REPACK AND INFORMATION ABOUT LACK OF NOTICE IN BOX AND ON BOX ABOUT REPACK - AND EXPLANATION FOR ADDING 4,400 EXTRA MILES TO A 6000 MILE DELIVERY

Timeline Details **3**
Investigation and Resolution **3**
Tracking via Alibaba **4**
Tracking via UPS - 1Z9X02R50394359370 ..... **6**
We only have two major private company carriers (UPS/FedEx) that have no incentive to become efficient - and we have a Federal System that likely could be made efficient but is seemingly controlled by forces to ensure it does not. “Someone” terminated amtrak and greyhound for bulk ground transport options for covid **6**
Photos **8**
Box Leaving Manufacturer 8
Box that Arrived on May 11, 2026 9
Box Labels 10
Inside of Box and Disorganized Brackets 13
198 of 200 pieces 16
Receipt **17**

Document also found at: https://vendors.studio617.com

Memo - Repackaged Box - Alibaba / FAR / UPS

Date: 5/15/2026

To: Alibaba , UPS cc: <chinese metals fabrication company>

From: Bryan Canary / Studio 617

Subject: 1st bracket order - Feedback on Products and Shipping

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I am in the process of building and launching a very large endeavor. One or several new, global consumer product lines that have no equals at this time. In order for this to be a success I am going to have to work with a LOT of Chinese vendors, as the US industrial base is non-existent and/or delusional.

I am placing “test orders” now with various vendors to see what goes well and what does not go well. This bracket order was in fact my 2nd of about 10 orders with 6+ vendors for a total of over $3000 in product.

This order was for $98 in product and $100 in shipping and it was the 2nd test order to arrive. What it has shown me is that I need to ask for packaged shipping photos so when something arrives as this did we can back track to understand what may have happened between shipping and receipt.

Shipped from China, supposedly via Airmail	Received 4 weeks later with UPS doing final leg...
	

Timeline Details

On April 15 I placed a test order online for 4” brackets via Alibaba. It was placed directly with a shopping cart item related to a vendor.

1. The order was for 94 in product
2. I selected Express shipping for $104 - Alibaba Express with a delivery window for April 28 to May 13.
3. That was quoted through an automated Alibaba Check out system.

From April 15-16 I spoke with Tim via chat.

On April 16, 2026 I received a photo from Tim showing the shipping box. it looked properly packed. The products were in inventory and this was the easiest of all order and the only one with no fabrication required.

On May 12, 2026, one day prior to the delivery window, a totally different and damaged box showed up.

1. 198 of 200 pieces are accounted for
2. The packs of 10 brackets were not taped and had all come apart.
3. There was no protection between most brackets because the packs came apart.

Investigation and Resolution

Products - 198 brackets arrived not 200. A few were damaged but not enough to make them unusable. I am NOT interested or worried about a refund for the 2 missing brackets or the damage

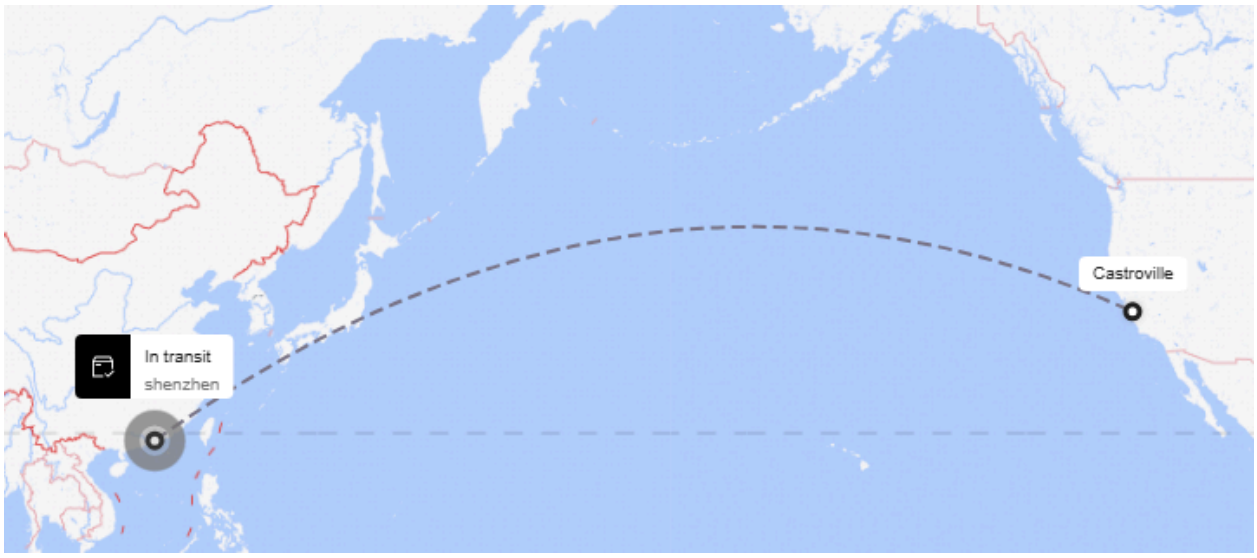
Shipping Service - I (and others) want to know:

1. the full routing for this package and EXACTLY what happened to it. and when and by who.

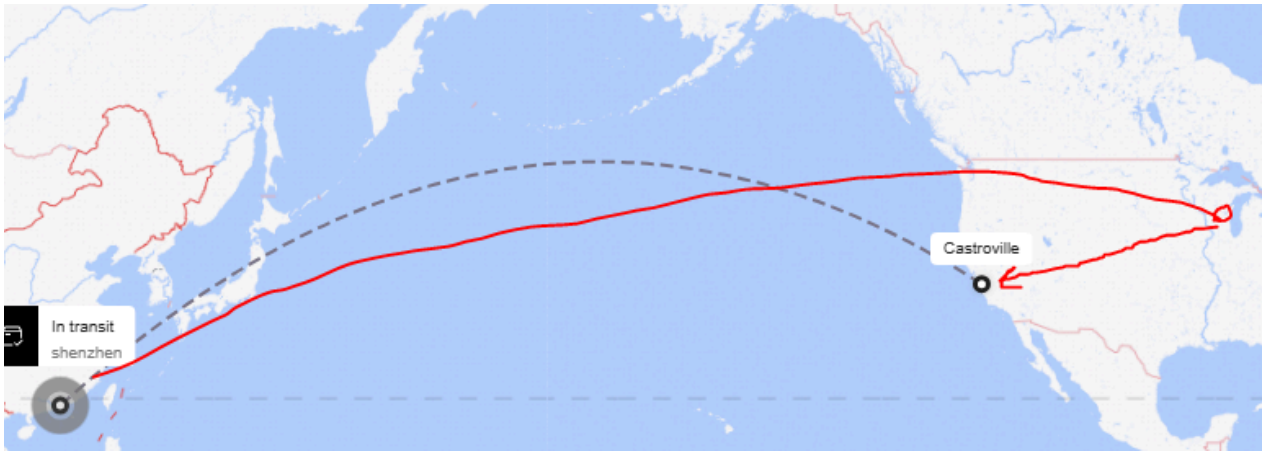
- IF there was a legitimate reason to repackage I would have expected a document or notice in the box.

Tracking via Alibaba

This image was taken after the fact it's believed there were more details during transit.



Actual route...



Destination customs clearance complete
hodgkins
UTC-04:00 2026-05-04 18:22:00

Destination customs clearance in progress
US
UTC-04:00 2026-05-03 18:30:00

The flight has arrived
US
UTC-04:00 2026-05-03 17:40:00

The flight has taken off
CN
UTC-04:00 2026-05-02 08:50:00

Package is rearrange to transport, international tracking number:1Z9X02R50394359370
yiwu
UTC-04:00 2026-04-29 03:26:42

Cargo is on scheduled flight
yiwu
UTC-04:00 2026-04-21 13:01:13

Package has been released from warehouse
jinhua
UTC-04:00 2026-04-19 06:05:27

Package received at warehouse
jinhua
UTC-04:00 2026-04-19 01:47:22

Package has arrived at the warehouse
jinhua
UTC-04:00 2026-04-18 20:03:16

Arrived at the warehouse
jinhua
UTC-04:00 2026-04-18 20:03:16

Pickup successfully from the seller.
shenzhen
UTC-04:00 2026-04-17 00:39:41

Order success
shenzhen
UTC-04:00 2026-04-16 23:46:48

Show less

Shipment info

Dispatch date: **2026-04-17 12:39:41**

Guaranteed delivery date: **Guaranteed delivery: Apr 28 - May 13**

Order number: **297887435501024097**

Last-mile tracking no.: **1Z9X02R50394359370**

Shipping method: **-**

Last-mile contact info: **-**

Service provider: **Alibaba.com Logistics FAR**

Logistics details

Package has been delivered
castroville
UTC-04:00 2026-05-11 18:36:20

Successfully delivered.
castroville
UTC-04:00 2026-05-11 18:36:20

Delivery scheduled
Monterey
UTC-04:00 2026-05-11 12:37:33

In transit: package has left forwarding center SalinasHUB
salinas
UTC-04:00 2026-05-08 10:29:00

Arrived at forwarding center
san pablo
UTC-04:00 2026-05-07 19:26:00

Package is out for delivery
ONLINE
UTC-04:00 2026-05-05 10:12:19

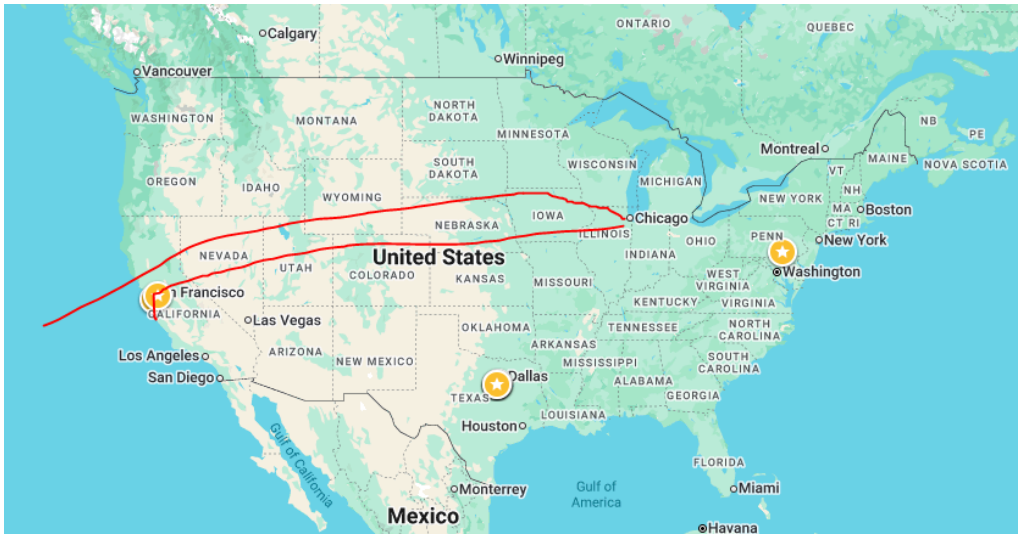
The package has been picked up by the last-mile carrier and will be delivered soon
hodgkins
UTC-04:00 2026-05-05 04:22:00

Destination customs clearance complete
hodgkins
UTC-04:00 2026-05-04 18:22:00

Destination customs clearance in progress
US
UTC-04:00 2026-05-03 18:30:00

The flight has arrived
US
UTC-04:00 2026-05-03 17:40:00

The flight has taken off
CN
UTC-04:00 2026-05-02 08:50:00



Tracking via UPS - 1Z9X02R50394359370

A 6000 mile trip became a 10,400 mile trip. First 8200 miles took 18 hours and the last 2200 miles took 3.5 days.

1. 18 hours to fly from China to Illinois (2200 miles too far)
2. 4 DAYs to get from Illinois to Oakland CA (2200 miles back)
3. 2 hours from Oakland to Salinas (90 miles and 6 miles from my home)
4. 45 minute to go from Salinas to Monterey (15 miles wrong direction)
5. 2.5 DAYs to go from Monterey to my home

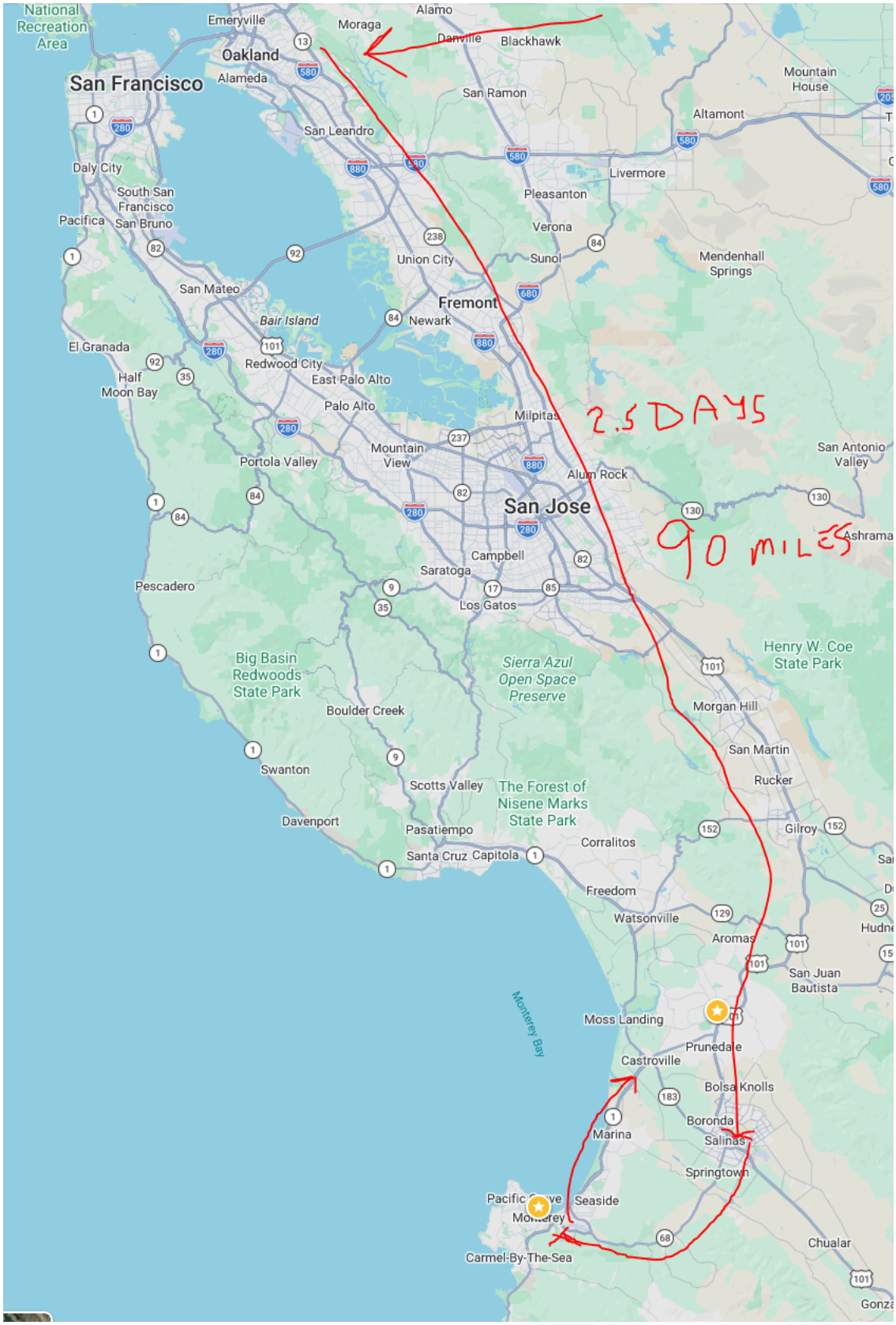
So it took 7 days to travel 2200 miles too far and get trucked back 2200 miles . A 6000 mile trip became a 10,400 mile trip. It took 3 DAYS to go the last 90 miles.



05/08/2026 1:26 A.M.	Arrived at Facility Oakland, CA, United States	
05/08/2026 12:56 A.M.	Departed from Facility San Pablo, CA, United States	
05/07/2026 3:26 P.M.	Arrived at Facility San Pablo, CA, United States	
05/05/2026 10:50 A.M.	Departed from Facility Hodgkins, IL, United States	
05/05/2026 2:22 A.M.	Arrived at Facility Hodgkins, IL, United States	
05/05/2026 1:42 A.M.	Departed from Facility Addison, IL, United States	
05/04/2026 11:19 P.M.	**We Have Your Package** Arrived at Facility Addison, IL, United States	
04/27/2026 4:14 A.M.	**Label Created** Shipper created a label, UPS has not received the package yet. United States	

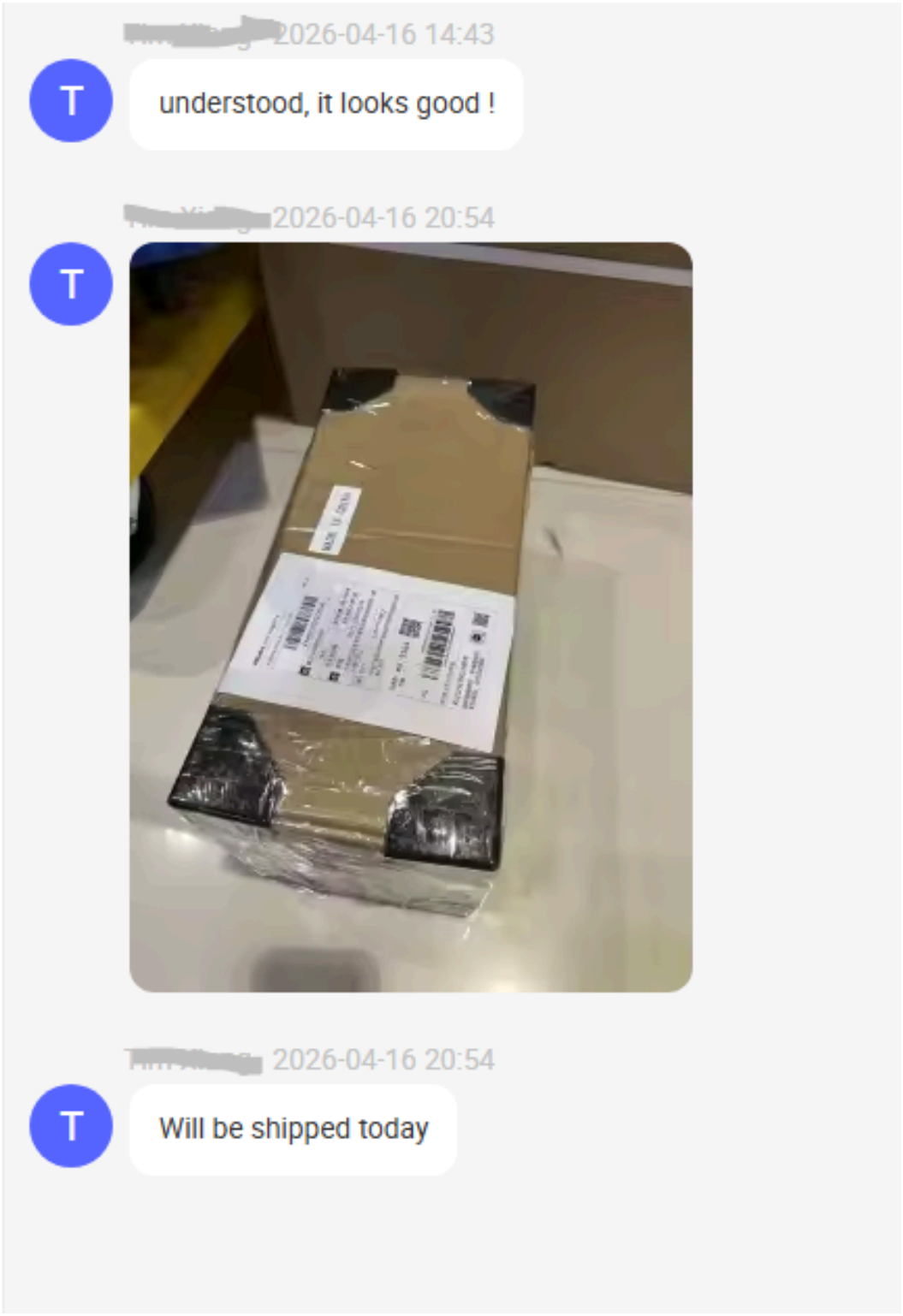
05/11/2026 4:36 P.M.	**Delivered** DELIVERED CASTROVILLE, CA, US	
05/11/2026 8:37 A.M.	**Out for Delivery** Out For Delivery Today Monterey, CA, United States	
05/09/2026 8:00 A.M.	**On the Way** Processing at UPS Facility Monterey, CA, United States	
05/09/2026 4:55 A.M.	Arrived at Facility Monterey, CA, United States	
05/09/2026 2:41 A.M.	Departed from Facility Oakland, CA, United States	
05/08/2026 8:53 A.M.	Processing at UPS Facility Monterey, CA, United States	
05/08/2026 7:14 A.M.	Arrived at Facility Monterey, CA, United States	
05/08/2026 6:29 A.M.	Departed from Facility Salinas, CA, United States	
05/08/2026 6:17 A.M.	Arrived at Facility Salinas, CA, United States	
05/08/2026 4:18 A.M.	Departed from Facility Oakland, CA, United States	

We only have two major private company carriers (UPS/FedEx) that have no incentive to become efficient - and we have a Federal System that likely could be made efficient but is seemingly controlled by forces to ensure it does not. “Someone” terminated amtrak and greyhound for bulk ground transport options for covid.


2.5 DAYS
90 MILES
San Francisco
Oakland
Alameda
Emeryville
Moraga
Alamo
Danville
Blackhawk
San Ramon
Mountain House
Altamont
San Leandro
Daly City
South San Francisco
Pacifica
San Bruno
Livermore
Pleasanton
Verona
Sunol
Union City
Mendenhall Springs
San Mateo
Fremont
Newark
Bair Island
El Granada
Half Moon Bay
Redwood City
East Palo Alto
Palo Alto
Milpitas
Mountain View
Portola Valley
Alum Rock
San Antonio Valley
San Jose
Ashrama
Campbell
Saratoga
Los Gatos
Pescadero
Big Basin Redwoods State Park
Sierra Azul Open Space Preserve
Henry W. Coe State Park
Morgan Hill
Boulder Creek
San Martin
Rucker
Swanton
Scotts Valley
The Forest of Nisene Marks State Park
Gilroy
Davenport
Pasatiempo
Corralitos
Santa Cruz
Capitola
Freedom
Watsonville
Aromas
San Juan Bautista
Monterey Bay
Moss Landing
Prunedale
Castroville
Bolsa Knolls
Boronda
Marina
Salinas
Springtown
Seaside
Chualar
Carmel-By-The-Sea

Photos

Box Leaving Manufacturer



Box that Arrived on May 11, 2026

On May 11, 2026, two days prior to the delivery window, the following arrived at my home.



Box Labels


40 LBS
1 OF 1
ORD#3201
1111111111
ORD#3201
11222 MELROSE AVE
FRANKLIN PARK IL 60131
SHIP TO:
BRYAN CANARY
4438312978
BRYAN CANARY
12 BAYVIEW ROAD
CASTROVILLE CA 95012-9725
CA 939 1-01
(420) 95012-0000
UPS GROUND
TRACKING #: 1Z 9X0 2R5 03 9435 9370


12 BAYVIEW RD
CASTROVILLE CA 95012
P: 202M
S:
202M – 4900 X
9370
1Z9X02R5039435




UPS GROUND


PD-3
Door- 0085
UPST381969
CA 939 1- 01
CA 95012
1Z9X02R50394359370
0026852 May 8 18:12:36 2026 HIPPS 26.3.0 US 9469 T
PD-3
PD-3
Door- 0085
UPST381969
CA 939 1- 01
CA 95012
1Z9X02R50394359370
0026857 May 8 18:12:38 2026 HIPPS 26.3.0 US 9469 T

Inside of Box and Disorganized Brackets







wrap and tape the bundles of 10 so they don't break apart if box is open or damaged?

198 of 200 pieces



Receipt

Receipt
#297887435501024097

Date:11:22 PM, Apr 15th, 2026 (PDT)

Sold by

Shenzhen Wenxin Meijia Household Products Co., Ltd.

CN,Guangdong,Shenzhen,B1c031, Phase Ii, South China City Logistics Zone, No. 1 South China Avenue, Pinghu Street

Ship to

Bryan Canary

Bryan Canary +1 4438312978, 12 Bayview Road, Castroville, California, 95012-9725, United States

Order number
#297887435501024097

Order date
11:21 PM, Apr 15th, 2026 (PDT)

Order details

Item	Quantity	Unit price	Amount
4Inch Heavy Duty 90 Degree Iron Corner Angle Bracket for Cabinet L Shape Reinforced Corner Braces Floating Wooden Shelf Brackets, **material: Iron,usage: Furniture**	200.00	USD 0.4700	USD 94.00
	Items total		USD 94.00
	Shipping fee		USD 104.79
	Subtotal (excl. tax)		**USD 198.79**
	Import charges		**USD 20.27**
	Order total		**USD 219.06**

Payment details

Order total	**USD 219.06**
Payment processing fee	**USD 6.55**
Amount paid	**USD 225.61**