

Another Evri Delivery Complaint Emerges as Courier Discards Parcel and Flees

July 31, 2025

— Categories: General News



Download IPFS

A Southampton resident has once again raised concerns over parcel delivery standards after a courier from Evri, formerly known as Hermes, discarded a package in a shared hallway and ran off when confronted. This incident follows a previous complaint by the same resident regarding poor service from the same courier firm.

Wade Lander, who resides in Thornhill, said he had been expecting a parcel from clothing retailer Shein on Monday. According to Lander, the delivery driver did not knock on his door or make any attempt to deliver the item directly. Instead, the parcel was left in a communal area of the block of flats on Tatwin Crescent. When confronted by Lander's family, the driver reportedly shouted that he "didn't care" before fleeing to his vehicle.

This comes after a similar incident in which another Evri driver misdelivered a parcel to the wrong flat and left it inside a neighbour's letterbox. At the time, Evri stated the responsible driver would be replaced. However, the most recent event involved a different courier, according to the company.

Lander expressed ongoing frustration with the company, noting that despite clear labelling indicating his flat is on the third floor, the parcel was still not delivered properly. "It's the same old Evri," he said, adding that repeated issues have led him to request that businesses avoid using the company for his orders.

While he has received refund offers from couriers on previous occasions, Lander said the issue is not about compensation. "You pay a premium for it to be delivered; it's not like it's dirt cheap. We pay above the odds because we don't want to go out and get it," he stated.

In response to the incident, an Evri spokesperson told the Daily Echo that the firm was sorry for failing to meet expected standards. "The vast majority of parcels in the area are delivered successfully, and we are committed to instilling a culture where those who work with us treat every parcel as if it were their own," the spokesperson said.

The company's local team confirmed that the latest incident involved a different driver from the one previously disciplined. Despite the reassurances, Wade Lander says he remains dissatisfied and is determined to continue pressing for better service standards from Evri.