



Sophie Lines <viamed.sophie.lines@gmail.com>

Fwd: Re:

1 message

Main Account <office@viamed.co.uk>

Tue, Oct 18, 2022 at 10:00 AM

To: Sophie Lines <sophie.lines@viamed.co.uk>

----- Forwarded message -----

From: **Magnus Persson** <magnus.persson@swevet.se>

Date: Tue, 18 Oct 2022 at 09:55

Subject: Sv: Re:

To: kate.griffiths@viamed.co.uk <kate.griffiths@viamed.co.uk>

Hello Kate

Ok, Now i have received a Yes to repair .. 😊

Have a nice day !

Best Regards

Magnus Persson

Customer Service / Technical service

Direct +46 416-258 21

Fax +46 416 258 31

Phone +46 771 21 55 00

Swevet AB, [Forskaregatan 1D](#), [SE-275 37 Sjöbo](#)Mail magnus.persson@swevet.seWeb www.swevet.se

VAT SE556621584301



Från: Main Account <viamedinbox@gmail.com> **För** Kate Griffiths
Skickat: den 14 oktober 2022 11:59
Till: Magnus Persson <magnus.persson@swevet.se>
Ämne: Re: Re:

Good morning Magnus,

I hope you are well.

Please could I ask whether your customer would like our repairs team to proceed?

Many thanks.

Kind regards

Kate Griffiths

Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

<http://www.viamed.co.uk>

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

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Company registered in England, No. 01291765.

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On Mon, 5 Sept 2022 at 10:58, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good morning Mangus,

Please see attached quotation relating to the repair of your two capnographs: 70840141 and A1906160004.

Please let me know if you would like the repairs team to proceed.

Many thanks.

Kind regards

Kate Griffiths

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On Mon, 5 Sept 2022 at 10:24, Main Account <office@viamed.co.uk> wrote:

----- Forwarded message -----

From: **Sophie Lines** <office@viamed.co.uk>
Date: Fri, 5 Aug 2022 at 14:49
Subject: Re: Re:
To: Magnus Persson <magnus.persson@swevet.se>

Dear Magnus,

Thank you for your email. I can confirm your parcel has been received and assessed by our engineers. We will be sending your quotation for the repair very shortly.

For the 2x VM-2500-S units A1906160004 and 70840141 - please return these to us using returns reference **SRS68250** to the following address:

Viamed Ltd
[15 Station Road](#)
[Cross Hills](#)
[BD20 7DT](#)

If you require any further information please do not hesitate to contact us.

Kind regards

Sophie Lines

Please note: My working days are Monday, Tuesday and Friday

Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

<http://www.viamed.co.uk>
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On Fri, Aug 5, 2022 at 1:51 PM Magnus Persson <magnus.persson@swevet.se> wrote:

Hello Sophie

How is it going with SRS68219 ? 😊 I hope that you have received the parcel..?

And ,,,,

On Monday I'm planning to send two VM-2500-S for service.

Ref: 4410540

S/n: A1906160004

S/n: 70840141

Customer have changed the probes, not working god , customer say.. New SRS nr ?

Have a nice weekend !

Best Regards

Magnus Persson

Customer Service / Technical service

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Swevet AB, [Forskaregatan 1D](#), SE-275 37 Sjöbo

Mail magnus.persson@swevet.se

Web www.swevet.se

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Från: Main Account <viamedinbox@gmail.com> **För** Sophie Lines

Skickat: den 4 juli 2022 14:53

Till: Magnus Persson <magnus.persson@swevet.se>

Ämne: Re:

Hi Magnus,

Thank you for your email. I am sorry to hear you have some faulty items to return - please can you let me know all the serial numbers of the items you are returning?

If you return these items using returns reference: **SRS68219** and we will then be in touch with further details on warranty replacements or cost of repairs.

Our address is:

Viamed Ltd
15 Station Road
Cross Hills
BD20 7DT

Kind regards

Sophie Lines

Please note: My working days are Monday, Tuesday and Friday

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On Mon, Jul 4, 2022 at 1:40 PM Magnus Persson <magnus.persson@swevet.se> wrote:

Hello

I'm coming back to you about the sensors, Customer have problem with two of the sensors that we received last time, (Received 2022-05-20)

Now the customer have been sent two more, This is from the latest order from you. (Received 1/7)

I will let you know what if latest two don't work either.. Then 4pc is coming back too you.

Tomorrow I also will send back two AX300 for repair/service. They don't work.

Do I need a RAN/RMA nr for that ?

Have a nice day !

Best Regards

Magnus Persson

Customer Service / Technical service

Direct +46 416-258 21

Fax +46 416 258 31

Phone +46 771 21 55 00



Swevet AB, [Forskaregatan 1D, SE-275 37 Sjöbo](#)

Mail magnus.persson@swevet.se

Web www.swevet.se

VAT SE556621584301



Från: Magnus Persson

Skickat: den 1 juli 2022 12:24

Till: sophie.lines@viamed.co.uk; Zoey Teal <zoey.teal@vmsecure.me.uk>

Ämne: Sv: Re:

Great ! 😊

Thank you ...

Best Regards

Magnus Persson

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Fax +46 416 258 31

Phone +46 771 21 55 00



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Mail magnus.persson@swevet.se

Web www.swevet.se

VAT SE556621584301



Från: Main Account <viamedinbox@gmail.com> **För** Sophie Lines

Skickat: den 1 juli 2022 12:04

Till: Magnus Persson <magnus.persson@swevet.se>; Zoey Teal <zoey.teal@vmsecure.me.uk>

Ämne: Re:

Dear Magnus,

Thank you for your email - Zoey is not in the office today, so please accept my reply.

I can confirm your order: 437281 was dispatched on the 21st June via UPS.

The tracking number (1Z9W96386841842436) shows the order was delivered on 27th June at 15.49 and signed for by Anna. Please find the invoice and UPS proof of delivery attached.

I hope this helps.

If you have any further questions please do not hesitate to contact me.

Kind regards

Sophie Lines

Please note: My working days are Monday, Tuesday and Friday

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On Fri, Jul 1, 2022 at 10:30 AM Main Account <office@viamed.co.uk> wrote:

----- Forwarded message -----

From: **Magnus Persson** <magnus.persson@swevet.se>

Date: Fri, 1 Jul 2022 at 10:25

Subject:

To: zoey.teal@viamed.co.uk <zoey.teal@viamed.co.uk>

Hi Zoey

When can we have this order, I have a customer that needs 0110452 Oxygensensor,,

The order nr is 437281

Best Regards

Magnus Persson

Customer Service / Technical service

Direct +46 416-258 21

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