



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Re: Website question

1 message

korsahsteffi@gmail.com <korsahsteffi@gmail.com>
To: kate.griffiths@viamed.co.uk

19 October 2022 at 12:46

Hi Kate,

Great
The delivery address is
Yolie Hub
[02 Palace Street](#)
[North Kaneshie](#)
[Accra](#)
[Ghana](#).

The contact number is +233 54 632 3824

I hope this helps.
Many thanks

Best wishes,
Steffi Korsah

On 19 Oct 2022, at 12:37, Kate Griffiths <office@viamed.co.uk> wrote:

Good afternoon Steffi,

Thank you for your reply.

For your order, we can accept payment by **bank transfer, card payment or PayPal** (which incurs a 6% fee of the total order). **This order will show the VAT charge.**

In order to set up a new account for you and thus create a proforma invoice, **I need your delivery address in Ghana please. I would also require a telephone number to put on the proforma invoice.**

Unfortunately, I am unavailable via teams.

Once I have the delivery address, I can create a proforma invoice for 5 x 1114005, 5 x 1114006 and 5 x 1114007.

Kind regards

Kate Griffiths

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On Wed, 19 Oct 2022 at 12:13, <korsahsteffi@gmail.com> wrote:

Hi Kate,

Hello Kate,

Thank you once again. I hope you are well.

So the quantity I need is Five of each of the eyemax one

The invoice address would be my UK address [52 Sandon Road Birmingham B17 8DS](#) and delivery address is in Ghana so how do we go about payment if you can't take card?

Or is it possible to use my UK card details in making the payment.

The company in Ghana needs this order urgently.

Also I wanted to ask is it okay to set up a teams meeting today to discuss if that works for you please.

I hope this helps. Sorry for the late response. Looking forward to hearing back from you soon

Thank you

Best wishes,
Steffi Korsah

Best wishes,
Steffi Korsah

On 17 Oct 2022, at 15:26, Kate Griffiths <office@viamed.co.uk> wrote:

Hi Steffi,

Thank you for your reply.

The shipping cost to Ghana would be more than the £12 I quoted for the UK.

In order to send you a proforma invoice, I would need your invoice and delivery addresses in order to set up a new account for you.

If the invoice address is not in the UK, we would be unable to accept a card payment.

Would this order be for 5 of each type of mask? ie. 30 packs, or just the EyeMax or just the Neomask?

Thank you.

Kind regards

Kate Griffiths

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On Mon, 17 Oct 2022 at 15:16, <korsahsteffi@gmail.com> wrote:

Hello Kate,

Thank you so much for getting back to me.

And all the information is really helpful my last question is, is there a possibility that after payment you can ship directly to Ghana in West Africa and if yes can you kindly provide the estimate on price

My purchase would be for 5 of each size so 5 of small, 5 of medium and 5 of large please.

And yes I would like the invoice.

Looking forward to hearing back from you soon

Thank you once again.

Best wishes,
Steffi Korsah

On 17 Oct 2022, at 14:48, Kate Griffiths <office@viamed.co.uk> wrote:

Good afternoon Steffi,

Thank you for your enquiry via our website.

The prices of our EyeMax/Neomask are as follows:

EyeMax Phototherapy Masks:

1114005 - EyeMax 2 Neonatal Phototherapy Mask Regular (Blue) £48
each pack of 20

1114006 - EyeMax 2 Neonatal Phototherapy Mask Premie (Orange)
£46 each pack of 20

1114007 - EyeMax 2 Neonatal Phototherapy Mask Micro (Green) £42
each pack of 20

Neomask:

1114015 - NeoMask Neonatal Phototherapy Mask Model: Type III
Large. Occipital - Frontal Circumference: 32 - 38 cm. Pack of
20. £38.40

1114016 - NeoMask Neonatal Phototherapy Mask Model: Medium -
Type III. Occipital - Frontal Circumference: 26 - 32 cm. Pack of
20. £36.80

1114017 - NeoMask Neonatal Phototherapy Mask Model: Type III -
Small. Occipital - Frontal Circumference: 20 - 26 cm. Pack of
20. £33.60

The carriage charges are as follows:

1 pack: £8.00

2 - 4 packs: £10.00

5 packs: £12.00

All prices are shown excluding VAT.

Please let me know if you require a proforma invoice. If so, I would need your invoice and delivery addresses in order to set up a new account for you. We accept payment by bank transfer, card payment or PayPal (which incurs a 6% fee of the total order).

Please let me know if you require any further assistance.

Many thanks.

Kind regards

Kate Griffiths

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