



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

Fwd: Rescheduling request 28/02/2023

1 message

Steve Hardaker <office@viamed.co.uk>
Reply-To: steve.hardaker@viamed.co.uk
To: office@vmsecure.me.uk

Mon, Apr 17, 2023 at 4:04 PM

Hi,

Please see below email from Escatec. They need to amend their current order (CVM136596 / 1121330-2) into 2 deliveries, with an additional 10 added to the second shipment.

We have already shipped 2 drops from this order using their customer order refs 1121330 and 1121330-1, so you can use ref 1121330-2 and 1121330-3.

Dates and quantities in the email below. Any questions please ask.

Thanks,
Steve H

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

From: **Steve Hardaker** <steve.hardaker@viamed.co.uk>
Date: Mon, 17 Apr 2023 at 15:59
Subject: Re: Rescheduling request 28/02/2023
To: Harroop Sarai <Harroop.Sarai@escatec.com>

Hi Harroop,

Yes, this is fine, I have forwarded this to the sales office to ask that they take this email as authorisation to reschedule to the 2 delivery dates stated, and to add 10 more to the order.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Please note: 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.

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email: steve.hardaker@viamed.co.uk
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On Mon, 17 Apr 2023 at 15:41, Harroop Sarai <Harroop.Sarai@escatec.com> wrote:

Good afternoon Steve,

Thank you for confirming. Apologies, looking at it again I need 2 deliveries in total.

220 off on 14/08/2023

256 off on 04/09/2023

Can you adjust to match this please?

Thank you
Harroop

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 17 April 2023 15:14
To: Harroop Sarai <Harroop.Sarai@escatec.com>
Subject: Re: Rescheduling request 28/02/2023

Good afternoon Harroop,

Yes, this is entirely possible. As it stands, we have your order ref 1121330, from which we have delivered 2 drops, for which we have used a suffix, ie 1121330, 1121330-1.

So, with 466 sensors remaining, we would just split these into 4 further call-off shipments: 3 deliveries of 120 sensors, leaving 106 remaining, so if you want to add 10 more to the last drop, it would make that last shipment 116 units.

Would you agree with these figures? If so, can you allocate your required by dates for the following orders, to be invoiced as and when they ship:

- 120-off on 1121330-2 - due date:
- 120-off on 1121330-3 - due date:
- 120-off on 1121330-4 - due date:
- 116-off on 1121330-5 - due date:

If the figures are not as expected, please let me know how you would like them adjusted. I look forward to hearing from you and we can get these orders scheduled in.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Mon, 17 Apr 2023 at 13:29, Harroop Sarai <Harroop.Sarai@escatec.com> wrote:

Hi Steve,

I hope you are well.

Would it be possible to move the delivery date of the last drop forward?

Would it be possible for these to be delivered in drops of 120 each month, rather than drop of 466 it is right now?

I would also need an extra 10 to be added to the potential last drop, can you let me know if that is possible?

Thank you

Harroop

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 06 March 2023 12:19
To: Harroop Sarai <Harroop.Sarai@escatec.com>
Subject: Fwd: Rescheduling request 28/02/2023

Hi Harroop,

I do apologise for the typo in your name in my last email, my typing skills aren't great today!

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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----- Forwarded message -----
From: **Steve Hardaker** <steve.hardaker@viamed.co.uk>
Date: Mon, 6 Mar 2023 at 10:21
Subject: Re: Rescheduling request 28/02/2023
To: Harroop Sarai <Harroop.Sarai@escatec.com>
Cc: <kate.griffiths@viamed.co.uk>

Hi Saroop,

Thanks for getting back to me. We will move the date back to December as requested, and this may result in you receiving sensors with manufacturing dates of January and February 2022 as discussed.

We have recently implemented a procedure to check whether customers placing high value orders would like their shipments covered by insurance. This shipment is currently on UPS' standard CPT (*Carriage Paid To*) delivery terms. This means that the shipment is not covered by insurance for loss or damage once it leaves Viamed's premises.

Given the value of the order, if you would like to upgrade the delivery to CIP (*Carriage and Insurance Paid*), please advise and we will amend the order by adding an additional insurance premium at 1% of total goods value (i.e. £212.03) at any time before shipping.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Mon, 6 Mar 2023 at 09:05, Harroop Sarai <Harroop.Sarai@escatec.com> wrote:

Hi Steve,

In this case, please move the last drop to the December date.

I'll keep note of the price for the next order, it might be a while before I have to place the next order. I'll confirm closer to the time.

Thank you

Harroop

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 03 March 2023 11:32
To: Harroop Sarai <Harroop.Sarai@escatec.com>
Cc: kate.griffiths@viamed.co.uk
Subject: Re: Rescheduling request 28/02/2023

Hi Harroop,

Yes, technically the 12 month warranty will start from the date of invoice, which is 1 day before the date of delivery.

It might be helpful to look at whether the devices you manufacture are subject to a maintenance and service programme where the sensors are replaced annually. If so, then I would expect no problems whatsoever as the sensor is specified with a lifespan considerably longer than 12 months.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Fri, 3 Mar 2023 at 11:19, Harroop Sarai <Harroop.Sarai@escatec.com> wrote:

Good morning Steve,

Thank you for the detail, it is very helpful.

Just to confirm I am reading this right, the sensors would be covered by the warranty a 1 year from the delivery date?

Thank you

Harroop

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 03 March 2023 10:37
To: Harroop Sarai <Harroop.Sarai@escatec.com>; kate.griffiths@viamed.co.uk
Subject: Re: Rescheduling request 28/02/2023

Good morning Harroop,

Thank you for the update on your delivery requirements.

Because the order was placed in April '22 for delivery in April '23, this effectively gave Escatec fixed pricing for 12 months, and unfortunately the price has increased during this time due to inflationary pressures.

If you are happy for us to allocate 466 sensors to you from our current stock and hold them for delivery in December, we can do that at the price on the existing order. These sensors will have manufacturing dates of January and February 2023 but will still be covered by a 12 month warranty from the date of invoice / delivery in December.

If you would like more recently manufactured sensors in December, these would have to be at the new pricing as they will be manufactured after the pricing increases came in.

p/n 01104321 - Oxygen sensor Max-250(B)
100+ Distributor Price: £50.00+VAT
Carriage £12.00+VAT
CIP Insurance (if required) : 1% of pre-VAT goods value

Please could you advise how you would like to proceed? I look forward to hearing from you.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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Good afternoon,

I've been given a push out by my customer and if possible can I push the following out to a the below date?

Product code	Purchase order	Quantity	Current delivery date	New delivery date
110432	1121330	466	03/04/2023	04/12/2023

If you need any further details, please let me know.

Thank you
Harroop

Harroop SARAI, Operations Buyer
ESCATEC Mechatronics Ltd,
Wycliffe Industrial Park, Leicester Road, Lutterworth, United Kingdom LE17 4HG

Tel: +44 1455 555500
Email: Harroop.Sarai@Escatec.com

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17/04/2023, 16:15

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