



Ryan Swaine <viamed.ryan.swaine@gmail.com>

Re: Vandagraph New Order 11 April 2023 - Dive Supply Thailand

1 message

Sommer, Frank <frank@divesupply.com>

19 April 2023 at 09:03

To: ryan.swaine@vandagraph.co.uk

Cc: P'eu Sommer <gm@divesupply.com>, DS Ning <gm-asst@divesupply.com>

Hi Ryan,

I believe our order has not shipped yet, as I have not seen any further communication.

If possible, please add 3 x

7910111	Oxygen Analyzer VN202mkII + Quick-Ox, Manual off, EXT
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To the order and then go ahead, charge my card and ship on out.

Please let me have a final invoice and confirmation.

Thank you

Best regards

Frank Sommer

From: Main Account <viamedinbox@gmail.com> on behalf of Ryan Swaine <office@viamed.co.uk>

Reply to: <ryan.swaine@vandagraph.co.uk>

Date: Thursday, 13. April 2023 at 17:40

To: Frank Sommer <frank@divesupply.com>

Subject: Re: Vandagraph New Order 11 April 2023 - Dive Supply Thailand

Hi Frank

The price is correct. I am sorry, we put our prices up at the start of April.

It is the first increase we have ever made on our analysers, but it was necessary due to rising costs.

We did send you an email in March with the new pricing, but we had to do this via a 3rd party mailing system otherwise all of our emails would be sent to spam filters, so I am sorry to say that some of our clients did not see it or read it.

Please let me know if you have any questions or concerns.

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

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

Email ryan.swaine@vandagraph.co.uk

Tel: +44 (0)1535 634900

Mob: +44 (0)7803 907117

On Tue, 11 Apr 2023 at 18:09, Sommer, Frank <frank@divesupply.com> wrote:

A little correction on the pricing Ryan,

Last order you've invoiced us 114.75 so the jump to 125.00 is actually pretty steep.

Can you please check that and maybe better it somewhat?

Thanks

Frank

From: Frank Sommer <frank@divesupply.com> on behalf of Frank Sommer <frank@divesupply.com>

Date: Tuesday, 11. April 2023 at 19:00

To: <ryan.swaine@vandagraph.co.uk>, P'eau Sommer <gm@divesupply.com>

Cc: DS Ning <gm-asst@divesupply.com>

Subject: Re: Vandagraph New Order 11 April 2023 - Dive Supply Thailand

Hi Ryan,

Allow me to jump in here.

I see you've increased prices from GBP 120 to 125 since last order, is that correct?

You may charge my Visa card as last time. Details should be on file, if not please let me know.

If need be, you can reach me on my German phone +49-175-9214098.

Best regards

Frank Sommer

From: Main Account <viamedinbox@gmail.com> on behalf of Ryan Swaine <office@viamed.co.uk>
Reply to: <ryan.swaine@vandagraph.co.uk>
Date: Tuesday, 11. April 2023 at 16:24
To: P'eau Sommer <gm@divesupply.com>
Cc: DS Ning <gm-asst@divesupply.com>, Frank Sommer <frank@divesupply.com>
Subject: Re: Vandagraph New Order 11 April 2023 - Dive Supply Thailand

Dear P'eau

Thank you very much for your email.

Please find your proforma invoice attached. In regards to lead time, we would endeavour to dispatch within 2 working days of receipt of payment.

Please let me know if you have any questions or when you have made the payment.

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Tue, 11 Apr 2023 at 11:47, P'eau Sommer <gm@divesupply.com> wrote:

Dear Ryan,

I hope this email finds you well.

Please see our new order below:

Supplier Code	Description	Order Quantity
7910201	Oxygen Analyser Tek-Ox Auto + Quick-Ox	10

Please let us know what is the lead time and email us the order confirmation at your convenience.

Kind regards,

P'eau Sommer

General Manager

Dive Supply Co., Ltd.

88/5 Moo 10, Patak Road,

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Phuket 83130, Thailand

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