



Main Account <viamedinbox@gmail.com>

RE: VM-2500-S

1 message

office <office@medivent.ie>
To: kate.griffiths@viamed.co.uk

17 May 2023 at 09:52

Thanks Kate.

Kind Regards,

Amanda Richardson

Medivent Ltd



MEDIVENT LTD

Unit 10, Hills Industrial Estate, Lucan, Co Dublin

Ph: 01 6280338

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Kate Griffiths
Sent: 17 May 2023 09:42
To: office <office@medivent.ie>
Subject: Re: VM-2500-S

Hi Amanda,

Thank you for letting me know.

I have asked the repairs team to arrange for the device to be returned.

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

Twitter: twitter.com/ViamedLtd

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Company registered in England, No. 01291765.

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On Wed, 17 May 2023 at 09:20, office <office@medivent.ie> wrote:

Hi Kate,

Unfortunately the customer has decided not to go ahead with repair.

Do you want to send the unit back to us?

Kind Regards,

Amanda Richardson

Medivent Ltd



Unit 10, Hills Industrial Estate, Lucan, Co Dublin

Ph: 01 6280338

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Kate Griffiths
Sent: 26 April 2023 14:09
To: office <office@medivent.ie>
Subject: Re: VM-2500-S

Good afternoon Amanda,

Just a quick email to ask if you would like the repairs team to proceed?

Many thanks.

Kind regards

Kate Griffiths

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On Thu, 20 Apr 2023 at 14:20, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good afternoon Amanda,

Please see attached quotation relating to your VM-2500 Capnograph, s/n A1809150029.

Upon receipt of a purchase order, the repairs team would proceed.

Many thanks.

Kind regards

Kate Griffiths

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On Thu, 16 Feb 2023 at 16:24, office <office@medivent.ie> wrote:

Thanks Kate.

Kind Regards,

Amanda Richardson

Medivent Ltd



MEDIVENT LTD

Unit 10, Hills Industrial Estate, Lucan, Co Dublin

Ph: 01 6280338

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Kate Griffiths

Sent: 16 February 2023 15:44

To: office <office@medivent.ie>

Subject: Re: VM-2500-S

Good afternoon Amanda,

Thank you for your email.

The returns reference number you need is SRS68395. Are you able to let me know the nature of the fault please? No problem if not.

As usual, the address to return the device to is as follows:

Viamed Ltd

Repairs Team SRS68395.
15 Station Road
Cross Hills
Keighley

West Yorkshire
BD20 7DT

We will contact you with an official quotation when the repairs team have taken a look at the device.

Many thanks.

Kind regards

Kate Griffiths

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On Thu, 16 Feb 2023 at 15:16, office <office@medivent.ie> wrote:

Hi Kate,

Can you provide me with a returns number for:

1 x VM-2500-S (Serial No: A1809150029)

This needs to go back to you for repair.

Kind Regards,

Amanda Richardson

Medivent Ltd



MEDIVENT LTD

Unit 10, Hills Industrial Estate, Lucan, Co Dublin

Ph: 01 6280338