



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

AW: Please provide me with a quote again for Max-Sensors

1 message

Gerold Diessenbacher, MediTrade GmbH <gd@meditrade.org>
To: "sophie.lines@viamed.co.uk" <sophie.lines@viamed.co.uk>

Fri, Jul 21, 2023 at 2:53 PM

Thank you for clarification dear Sophie,

But PLEASE: it's not an order yet! I have to wait for the order from my customer. I would expect that by the middle of next week. As soon as I have it I will drop you my PO.

You have a wonderful weekend.

Kind Regards,

Gerold D

MediTrade-Oyten/Germany

Von: Main Account <viamedinbox@gmail.com> **Im Auftrag von** Sophie Lines

Gesendet: Freitag, 21. Juli 2023 15:44

An: Gerold Diessenbacher, MediTrade GmbH <gd@meditrade.org>

Betreff: Re: Please provide me with a quote again for Max-Sensors

Dear Gerold,

You are correct - please accept my apologies for the error, your account does have 30 day payment terms.

I will now proceed with your order for 31x 0110420 MAX-14 (Fluke version), and will remove part number 0110414 as requested.

The lead time for the order with p/n 0110414 removed is now approximately 1 week.

If you require any further assistance 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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<http://www.viamed.co.uk>
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On Fri, Jul 21, 2023 at 2:35 PM Gerold Diessenbacher, MediTrade GmbH <gd@meditrade.org> wrote:

Hello Dear Sophie,

Thank you so much for your quick response.

Regarding the defective sensor: OK, I will turn it in to you under RA# **SRS68524** and would appreciate to get refund from you.

As for the 0110414 Max-14 I need to cut that from your quote. My customer cannot wait that long. I do not need a new quote.

In your email you say that shipment will be done after prepayment? As per past business we have done we have 30 days open account with you?! Has that been changed? I do hope it is still the 30 days.

Would appreciate if you could confirm the above.

Thank you.

Kind Regards,

Gerold Diessenbacher

MediTrade-Oyten/Germany

Von: Main Account <viamedinbox@gmail.com> Im Auftrag von Sophie Lines

Gesendet: Freitag, 21. Juli 2023 15:10

An: Gerold Diessenbacher, MediTrade GmbH <gd@meditrade.org>

Betreff: Re: Please provide me with a quote again for Max-Sensors

Dear Gerold,

Thank you for your email. Please find attached a quotation for 31x 0110420 and 1x 0110414 as requested. Unfortunately, we do not have part number 0110414 in stock at the moment. The lead time for this sensor would be approximately 4-6 weeks from receipt of payment.

I am sorry to hear your customer has a MAX-14 (Fluke) sensor which is faulty. We would not be able to provide a warranty replacement for this sensor, until we receive the faulty sensor back - however, if you'd prefer, you could return the sensor to us and we can then provide a refund?

To send the sensor back to us, please use returns reference number **SRS68524** on the paperwork/packaging and send to the following address:

SRS68524

Viamed Ltd

15 Station Road

Cross Hills

BD20 7DT

United Kingdom

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

Kind regards

Sophie Lines

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

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

From: **Gerold Diessenbacher, MediTrade GmbH** <gd@meditrade.org>

Date: Fri, 21 Jul 2023 at 10:02

Subject: Please provide me with a quote again for Max-Sensors

To: office@viamed.co.uk <office@viamed.co.uk>

Good morning All,

Please be so kind a provide me with a quote for:

31 ea #0110420 Max-14 (Fluke) Oxygen Sensors, plus one each 0110414 Max-14 Sensor

Well, I would need basically 30 only #0110420 sensors. The question is if you can include one free of charge. Out of your delivery in March on invoice RVM141439-1 one of the sensors was found to be defective, i.e. serial-nbr. HL03401017.

Whenever my customer needed to take out of the bunch of 30 sensors you have supplied in March, he came over the weeks to this claimed sensor. He tried to attached it to his Fluke equipment – but there was no response from the sensor. Whenever he needed again a sensor out of the bunch, he first tried again this non-working sensor, in the hope that it was just asleep and may wake up when it is hooked up to the equipment – but it didn't. Now he wants to have it replaced by me under warranty.

If you could supply one sensor without costs – would be great! And would you need back from me the defective sensor?

Would appreciate if you could drop me your offer fairly quick.

Thank you.

Kind Regards,

Gerold Diessenbacher

MediTrade-Oyten/Germany (Cust.-Nbr. 00006336)

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