



Aqib Majeed &lt;viamed.aqib.majeed@gmail.com&gt;

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**RE: NEW ORDER POP01321 - MOH TENDER K.O.13/23**

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**Info Medisera** <info@medisera.eu>

26 July 2023 at 11:31

To: "aqib.majeed@viamed.co.uk" &lt;aqib.majeed@viamed.co.uk&gt;

Hi Aqib,

Thank you for confirming that you will receive the products this week.

May I kindly ask you to arrange to send them once you receive them, it will be better if you can send them on Friday since we will get them on Monday and avoid further delays

Pls let me know

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Wednesday, July 26, 2023 11:05 AM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good morning

Thank you for your patience.

I have some good news, the products you require will be arriving to us by the end of the week.

We will ship your order early next week.

I am sorry once again for any inconvenience caused by this.

Kind regards

Aqib Majeed  
Office Administrator  
Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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Fax: +44 (0)1535 635582

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On Tue, 25 Jul 2023 at 13:50, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Hi

Do we have any update about our order? Pls urgently advise since this order is from 12/5

If we don't deliver it soon the MOH will cancel the order and take our bank guarantee

Also we are having penalties which is 0.5% on the total amount of the order per day of delay multiply by the days of delay, which I am afraid we can not absorb as it was not our fault.

Thanks



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**From:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Sent:** Tuesday, July 18, 2023 9:09 AM  
**To:** [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)  
**Subject:** RE: NEW ORDER POP01321 - MOH TENDER K.O.13/23

Dear Aqib

Good day

We are already delay on the delivery to the MOH. The order would be deliver 12/07.

Please urgently informed us once ready to release the goods

Thanks



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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Monday, July 17, 2023 1:55 PM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good morning

The production has started for your products and we are expecting delivery for them next week.

I will get you a firm scheduled lead time later on in the week and update you once I have it.

We are really sorry for any inconvenience caused by this.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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On Mon, 17 Jul 2023 at 06:58, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Dear Aqib,

Good day.

Do you have any updates regarding our order?

Best Regards

Irene Flourentzou | **OFFICE ADMINISTRATOR**

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**From:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Sent:** Thursday, July 13, 2023 3:36 PM  
**To:** [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)  
**Subject:** RE: NEW ORDER POP01321 - MOH TENDER K.O.13/23  
**Importance:** High

Dear Aqib,

Good day.

Do you have any updates regarding our order?

Best Regards

Irene Flourentzou | OFFICE ADMINISTRATOR

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**From:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>

**Sent:** Wednesday, July 12, 2023 8:34 AM

**To:** [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

**Subject:** RE: NEW ORDER POP01321 - MOH TENDER K.O.13/23

Good Morning

Sorry to bother you again for the same matter.

Due you have any update for us?

Thanks

Best Regards

Irene Flourentzou | **OFFICE ADMINISTRATOR**

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**From:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Sent:** Tuesday, July 11, 2023 2:41 PM  
**To:** [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)  
**Subject:** RE: NEW ORDER POP01321 - MOH TENDER K.O.13/23  
**Importance:** High

Dear Aqib,

Thank you for your email.

Its highly important to load this shipment the soonest possible, as we mentioned several times.

Kindly please try to push things in order to proceed faster.

I look forward to your further updates.

Best Regards

Irene Flourentzou | **OFFICE ADMINISTRATOR**



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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Tuesday, July 11, 2023 1:18 PM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good morning

Sorry for the delay in reply as I was off sick yesterday.

The parts were meant to be due this week, so I will have a better understanding later on this week.

I will make you aware as soon as I have a update for you.

Once again my sincere apologies.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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On Mon, 10 Jul 2023 at 06:56, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Good Morning

I hope you are well

Can you pls check and advise for further updates in regards to our order?

Thanks

Best Regards

Irene Flourentzou | **OFFICE ADMINISTRATOR**

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Wednesday, July 5, 2023 5:30 PM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good afternoon

Thank you for understanding.

I will keep you updated regarding your order.

Please do let me know if I can assist with anything else.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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On Wed, 5 Jul 2023 at 15:24, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Dear Aqib,

Thank you for letting us know.

I really hope we can ship them maximum by middle of July, as we can not absorb the penalties

Pls keep us informed for the status of our order. And we will follow up next week again

Best Regards

Irene Flourentzou | OFFICE ADMINISTRATOR

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Wednesday, July 5, 2023 3:34 PM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good afternoon

After chasing up with my commercial director and him chasing up the supplier, we have come to a understanding that there has been a delay with the material to develop the product you require.



They have giving us a lead time of 1-2 week, of course if they arrive to us sooner we will make you aware before we dispatch your order.

I am once again really sorry for any inconvenience caused by this.

Please let me know if I can assist with anything else.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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On Wed, 5 Jul 2023 at 13:08, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Hi again

The below order is pending since 12/5

Thanks

Best Regards

Irene Flourentzou | OFFICE ADMINISTRATOR

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**From:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Sent:** Wednesday, July 5, 2023 2:47 PM  
**To:** [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)  
**Cc:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)>  
**Subject:** RE: NEW ORDER POP01321 - MOH TENDER K.O.13/23

Dear Aqib,

I would like to bring to your attention that this delay is causing a lot of issues with the MOH.

We really need to know the delivery time as we need to inform the MOH about their order.

Also pls have in mind that we are having penalties which is 0.5% per day of delay multiply by the days of delay

Pls let us know urgently

Thanks

Best Regards

Irene Flourentzou | **OFFICE ADMINISTRATOR**



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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Wednesday, July 5, 2023 11:31 AM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good morning

Sorry for the delay in replying.

Unfortunately I cannot give you a accurate lead time just at the moment.

I have asked my commercial director and will get back to you as I get an update.

I am sorry for any inconvenience caused by this.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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-----  
  
On Tue, 4 Jul 2023 at 06:58, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Dear Aqib,

Good morning.

I would like to remind you regarding our shipment.

We didn't get any reply from you yesterday for the dimensions and kilos.

We need to load the shipment the soonest possible. We are in week 7 since you advised the lead time once we placed the order.

Also, I would like to remind you that we have 60 days to deliver and its crucial to load this shipment, otherwise we will have penalties 0.5% per each day of delay.

I look forward for your prompt reply.

Thank you.

Best Regards

Irene Flourentzou | **OFFICE ADMINISTRATOR**



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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Monday, July 3, 2023 11:18 AM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good morning

Thank you for your email.

I will get back to you with a updated shipment time later on today.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

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On Mon, 3 Jul 2023 at 06:05, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:



Good Morning

I hope you are well

Do you have any update about our order since as per your last email the goods will be ready for pick up this week?

Thanks

Best Regards

Nicoleta Georgiou | **CUSTOMER SERVICE**

# MEDISERA

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** 14 June 2023 13:08  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good morning

Thank you for your email.

There is still a lead time of 2-3 weeks for stock to arrive.

If we get them sooner I will make you aware before we dispatch your order.

Sorry for any inconvenience caused by this.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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On Wed, 14 Jun 2023 at 11:02, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Dear Aqib,

Good day.

Sorry to bother you again so the same matter.

Do you have any updates regarding our pending order?

Thanks.

Best Regards

Irene Flourentzou | OFFICE ADMINISTRATOR

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---

**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Thursday, June 8, 2023 2:49 PM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good afternoon

Yes. surely I will.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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-----

On Thu, 8 Jun 2023 at 12:47, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Dear Aqib,

Good day.

Thank you for the information provided.

If you have further updates regarding the arrival of stock, kindly please keep me posted.

Thanks.

Best Regards

Irene Flourentzou | OFFICE ADMINISTRATOR

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed

**Sent:** Wednesday, June 7, 2023 11:20 AM

**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>

**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good morning

Thank you for your email.

There is currently a 3-4 week lead time as we are still waiting for stock to arrive, of course, if they arrive to us any sooner we will make you aware before we dispatch.

Sorry for any inconvenience caused by this.

Please let me know if I can assist with anything else.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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-----

On Wed, 7 Jun 2023 at 06:01, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Good Morning

I hope you are well

Sorry to bother you again for the same matter, but since the MOH is pushing about their order, I would like to ask if you have any updates about it?

Thanks





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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Thursday, May 25, 2023 12:11 PM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good afternoon

I did advise you on the 15.05.23 there is a 6-8 week lead time and unfortunately there is no change to that.

I will make you aware if we do receive the stock earlier.

Kind regards

Aqib Majeed

Office Administrator

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-----

On Thu, 25 May 2023 at 10:03, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Dear Aqib,

Good day.

Sorry to bother you again for the same matter, but if there is anything available for this shipment kindly please let me know.

Its high of emergency to receive this shipment.

Thank you.

Best Regards

Irene Flourentzou | OFFICE ADMINISTRATOR

# MEDISERA

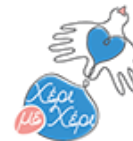
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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Monday, May 22, 2023 2:33 PM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good morning

We will try our very best to get this over to you before 60 days, I will keep you updated.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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-----

On Mon, 22 May 2023 at 12:19, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Dear Aqib,

Good day.

I would like to remind you regarding the below.

Looking forward for your reply.

Thanks.

Best Regards

Irene Flourentzou | **OFFICE ADMINISTRATOR**



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**From:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Sent:** Thursday, May 18, 2023 1:14 PM  
**To:** [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)  
**Subject:** RE: NEW ORDER POP01321 - MOH TENDER K.O.13/23  
**Importance:** High

Dear Aqib,

Thank you for your email.

As I mentioned you on Monday, we have 60 days to deliver to the MOH.

Could you please speed things up? Otherwise, we will be charged with penalties 0.5% of each day of delay.

Thank you.

Best Regards

Irene Flourentzou | OFFICE ADMINISTRATOR

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Thursday, May 18, 2023 1:08 PM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good afternoon

Thank you, payment was received.

I do need to advise there is still a lead time of 6-8 weeks as we are currently out of stock, of course if they arrive to us any earlier we will make you aware before we dispatch.

Please let me know if I can assist with anything else.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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On Wed, 17 May 2023 at 06:41, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Dear Aqib,

Good morning.

In the attached file you will find proof of payment of the attached invoice.

Kindly please proceed with the shipment.

Thank you.

Best Regards

Irene Flourentzou | **OFFICE ADMINISTRATOR**

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Monday, May 15, 2023 12:53 PM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good morning

Thank you, we will try our very best as always.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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On Mon, 15 May 2023 at 10:52, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Dear Aqib,

Thank you for your prompt reply.

I will forward you the proof of payment once I have it.

Although, please we need you to proceed the soonest possible so as to avoid the penalties which will be 0.5% per day of delay.

Thanks.

Best Regards

Irene Flourentzou | OFFICE ADMINISTRATOR

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Monday, May 15, 2023 12:36 PM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** Re: NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello

Good morning

Thank you for your email.

I need to advise you the lead time is still 6-8 weeks and stock will be ordered by us once your payment is visible in our account, Of course, if stock does arrive to us any sooner we will make you aware.

Sorry for any inconvenience caused by this.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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On Mon, 15 May 2023 at 10:29, Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)> wrote:

Dear Aqib,

Good morning.

Thank you for your OC.

We will proceed with payment the soonest and come back to you with proof.

Kindly please have in mind that we have 60 days to deliver from the day of MOH order so if it takes you 6 or 8 weeks to ship them we will have penalties.

I look forward for your reply.

Thanks.

Best Regards

Irene Flourentzou | OFFICE ADMINISTRATOR

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Hand in Hand  
Charity Foundation



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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Aqib Majeed  
**Sent:** Friday, May 12, 2023 6:51 PM  
**To:** Info Medisera <[info@medisera.eu](mailto:info@medisera.eu)>  
**Subject:** NEW ORDER POP01321 - MOH TENDER K.O.13/23

**\*\*CAUTION External Email\*\***

Hello Irene

Good afternoon

Thank you for your order, POP01321.

I will attach your proforma invoice for you below detailing the prices and product you require including shipping cost.

Please let me know if all details are correct or any amendments are required.

I do need to advise you though we are currently out of stock of both products you require so there will be a lead time of roughly 6-8 weeks for them to arrive.

If you are happy with this and would like to proceed please make payment so we can convert this to a order.

Please let me know if I can assist with anything else.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

**Please note:** Viamed is 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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