



Aqib Majeed <viamed.aqib.majeed@gmail.com>

Fwd: Return of parcel - follow of order request

Ryan Swaine <office@viamed.co.uk>

13 October 2023 at 15:53

Reply-To: ryan.swaine@viamed.co.uk

To: Janine Gill <janine.gill@vmsecure.me.uk>, Aqib Majeed <aqib.majeed@vmsecure.me.uk>, Kate Griffiths <kate.griffiths@vmsecure.me.uk>, Sophie Lines <sophie.lines@vmsecure.me.uk>

Hi, please can we take care of John's order and let him know when they can be dispatched. We have stock available.

Thank you
Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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

From: **John Antassouras** <john.antassouras@gmail.com>

Date: Fri, 13 Oct 2023 at 15:48

Subject: Re: Return of parcel - follow of order request

To: <ryan.swaine@viamed.co.uk>

Hi Ryan,

I would like to order 40 pieces of the R-22AV sensors.
How soon you can dispatch them?

Best regards,

John Antasouras

13/10/2023, 16:01

Gmail - Fwd: Return of parcel - follow of order request

VSA Ltd. | 55 Kafkasou Str. | 181 21, Korydallos | Athens, Greece | T: +30 210 9425956 | F: [+30 210 5443231](tel:+302105443231) | M: [+30 6932423485](tel:+306932423485) | Skype: vsacompany | e-mail: info@vsa.gr | www.vsa.gr

On 13/10/2023 5:38 μ.μ., Ryan Swaine wrote:

Hi John

We have plenty of both types..

Best regards
Ryan

Ryan Swaine
International Sales Manager
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On Fri, 13 Oct 2023 at 15:34, John Antassouras <john.antassouras@gmail.com> wrote:

Thank you very much Ryan,

what about the availability of R22A/AV sensors?
I am need about 30 of them asap.

Best regards,

John Antasouras

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| e-mail: info@vsa.gr | www.vsa.gr

On 13/10/2023 2:28 μ.μ., Ryan Swaine wrote:

Hi John

I have made the request to UPS to return the parcel. We hope to be in contact soon with more information.

Best regards
Ryan

Ryan Swaine
International Sales Manager
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www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
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On Thu, 12 Oct 2023 at 19:28, John Antassouras <john.antassouras@gmail.com> wrote:

Hi Ryan,

yes please have the parcel returned and send them with the sensors of our last order.
If possible do not send them as replacements, rather as new sensors and maybe put the return cost on the sensors .
Unfortunately there is no way to send them to us as replacements because there are no export documents for them.

I apologize for the inconvenience, we where not aware that they would be send to you this way from our national post service.

Please also check if you have any sensors available for immediate dispatch. I placed the order in August 11 with my email with the Subject:
Order request - Faulty O2 sensors - VSA, and now I am left completely without any stock and have many orders in the queue.

Thank you in advance,

Best regards,

John Antasouras

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Skype: vsacompany | e-mail: info@vsa.gr | www.vsa.gr

On 12/10/2023 12:28 μ.μ., Ryan Swaine wrote:

Hi John

I am sorry for the delay in getting back to you, I only received the return costs this morning. This is the information we recieved
from UPS, are you happy for us to have the parcel returned?

[return costs: 120,00 Euro brokerage fee \(including storage fee's that are additive +2 euro per day\) and freight charges of 17.08gbp](#)
[Custom fine of 500 euro does not apply for return to sender authorization](#)

13/10/2023, 16:01

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Best regards
Ryan

Ryan Swaine
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