



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

Re: UPS delivery

1 message

Sophie Lines <sophie.lines@viamed.co.uk>

Thu, Oct 26, 2023 at 6:28 PM

Reply-To: sophie.lines@viamed.co.uk

To: Lotte Persson <lotte@medicoline.dk>

Hi Lotte,

I have looked at this with my colleague in the warehouse and we have realised the error - the order was actually input onto the system incorrectly by myself, if you check the order confirmation, I have unfortunately added two separate lines of 3x 1114005, instead of the 1114007 - please accept my sincere apologies for this oversight.

We will get you the 3x 1114007 dispatched to you tomorrow as a matter of urgency, with free of charge carriage.

With regards to the extra 3x 1114005 Regular size you will have, would you like to keep hold of these for potential future orders, or return these for a refund?

I look forward to hearing from you,

Kind regards,

Sophie Lines

Kind regards

Sophie Lines

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

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 sophie.lines@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd

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On Thu, Oct 26, 2023 at 5:41 PM Lotte Persson <lotte@medicoline.dk> wrote:

Thank you, please return to me tomorrow, as I have backorder on the small size also.

Venlig hilsen/Best regards

Lotte Persson
Tlf. 36166488

Medicoline ApS
Søndre Viaduktvej 11
DK-4600 Køge
Tlf. (+45) 36 16 64 88

lotte@medicoline.dk
www.shopmedicoline.dk

Den 26. okt. 2023 kl. 18.28 skrev Sophie Lines <office@viamed.co.uk>:

Hi Lotte,

Thank you for your email.

I am very sorry about this - I have just checked our paperwork and I can see the order confirmation (attached) shows the correct items, but the delivery note and invoice do not match this as you have said. I will look into this with our warehouse and try to get to the bottom of it asap. We will get back to you shortly.

Kind regards

Sophie Lines

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On Thu, Oct 26, 2023 at 12:15 PM Lotte Persson <lotte@medicoline.dk> wrote:

Dear Sophie

I haven't received my package yet, but just received this invoice from UPS. It doesn't seem to be 3 boxes of each size which I did order.

According to your invoice you did send 6 x 1114005 and 3 x 1114006, BUT no 1114007 (smallest size)?

I also need the smallest size.

What will I receive Sophie?

Med venlig hilsen / Best regards
Lotte Persson
Indehaver

Medicoline ApS
Søndre Viaduktvej 11
DK-4600 Køge
Tlf. (+45) 36 16 64 88

E-Mail: lotte@medicoline.dk
Web: www.medicoline.dk
Webshop: www.shopmedicoline.dk

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-----Oprindelig meddelelse-----

Fra: dkbroeast@ups.com <dkbroeast@ups.com>
Sendt: 26. oktober 2023 12:52
Til: Lotte Persson <lotte@medicoline.dk>
Emne: 1Z9W96386876976101 / 2023136375837

Shipment ID: 9W9638PVYZY, Reg. type: Fuldstændig express, Ref. nummer: 2023136375837, Lbnr:[9W9638PVYZY_20231026] ***

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Ovenstående forsendelse er indfortoldet som fuldstændig ekspres til Deres virksomhed.

Hvis De har spørgsmål i forbindelse med denne indfortoldning, er De velkommen til at kontakte UPS.

Ved retursvar på denne mail bedes De udelukkende bruge "svar til / Reply to" knappen, da Deres mail således vil returnere til en Gruppe mail, og dermed blive besvaret hurtigere.

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Med Venlig Hilsen

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