

**From:** Nufer Medical AG <product@nufer-medical.ch>  
**To:** info@viamed.co.uk <info@viamed.co.uk>  
**Date:** 04 April 2000 15:42  
**Subject:** Ceratherm casings

---

Dear Peter,

We are sorry to hear that you encounter problems with the painting. We will of course supply you with some casings (with or without painting whatever you prefer):

- part no. 521-31896200 (without painting) at CHF 168.00 ex works
- part no. 521-318962009 (in RAL 9010 structure) at CHF 202.00 ex works

Single units are available ex stock.

---

We have contacted Danzas and complained about delivery time (they picked-up the goods two days later and arrived a full week later than expected). The person in charge is about to investigate as it should not take more than 3 full days including the day they pick-up the consignment.

The other company, Extra Ltd., says they do it in two days including the day of pick-up. In your files you should find documents which could proof this (or prove it wrong) and an invoice from Extra. Should they be affordable we would not mind using them for future transports.

---

How is your customer with the special questions doing? Can we do something to assist you? If so, please do not hesitate to call.

05/04/00