



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Confirmation Quotation Viamed | Request for RMA | 1x Foetal Heart Simulator V1000 | Ref.L083358 | HABEL

1 message

Kellner, Manuela <Manuela.Kellner@habel-medizintechnik.at>
To: "kate.griffiths@viamed.co.uk" <kate.griffiths@viamed.co.uk>
Cc: Postfach – Einkauf <Einkauf@habel-medizintechnik.at>

24 November 2023 at 07:30

Dear Kate,

referring to your quotation attached we herewith confirm the costs and kindly ask for prompt repair.

Manuela

Von: Main Account <viamedinbox@gmail.com> **Im Auftrag von** Kate Griffiths

Gesendet: Donnerstag, 23. November 2023 17:41

An: Kellner, Manuela <Manuela.Kellner@habel-medizintechnik.at>

Betreff: Re: Viamed | Request for RMA | 1x Foetal Heart Simulator V1000 | Ref.L083358 | HABEL

Good afternoon Manuela,

Please see attached quotation relating to the service and functional check of your V1000, s/n PR02315A11.

Please let me know if you would like the repairs team to proceed.

Many thanks,.

Kind regards

Kate Griffiths

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>

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On Thu, 23 Nov 2023 at 16:38, Main Account <office@viamed.co.uk> wrote:

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

From: **Janine Gill** <office@viamed.co.uk>

Date: Mon, 6 Nov 2023 at 12:24

Subject: Re: Viamed | Request for RMA | 1x Foetal Heart Simulator V1000 | Ref.L083358 | HABEL

To: Kellner, Manuela <Manuela.Kellner@habel-medizintechnik.at>

Good Afternoon,

Thank you for your email regarding the calibration and service of V1000.

The process for this service is as follows:

You will need to send the V1000 to us with this number attached to all paperwork - SRS68622

Once we have received the equipment, it will then be looked at and a quote sent to you. No work will be done until you have received the quote and agreed for the work to be done.

If you do not want to proceed we will send the equipment back to you.

If you do want to proceed we will need a PO sent to us before we can go ahead with the service and calibration. Once the PO has been received we will proceed and then send the equipment back to you.

The address you need to send the V1000 to is:

SRS68622
[15 Station Road](#)
Crosshills
Keighley

BD20 7DT

Please include as much detail in the paperwork work as possible: Name, address, phone number, and the reason the equipment has come to us.

Please feel free to contact me if you need any other info.

Kind regards

Janine Gill

Office Administrator

Viamed Ltd.

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On Mon, 6 Nov 2023 at 11:17, Kellner, Manuela <Manuela.Kellner@habel-medizintechnik.at> wrote:

Dear All

we have following request:

1 pc. 1410000 Foetal Heart Simulator V1000 with serial number PR02315A11

We would like to return the unit for annual calibration and therefore kindly ask for your related Return Authorisation Number

Regarding the return please kindly let us have your according repair estimate.

Many thanks for your efforts in advance.

With best regards,

Manuela Kellner

(Purchase Dept.)



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