



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

**Re: Fwd: New customer message on June 6, 2023 at 1:20 pm**

1 message

Indra Thalib <indrathalib@islink.co.id>  
To: kate.griffiths@viamed.co.uk

24 January 2024 at 13:48

Dear Kate

Thank you for your explanation, we hope UPS can be directed back the package to Singapore.

Looking forward your good news as soon as.

Kind regards  
Indra Thalib

On 24/01/2024 20.20, Kate Griffiths wrote:

Good afternoon Indra,

Please accept my apologies. It looks like our UPS system defaulted to the address on your account, which is Banten, Indonesia. Is this still a relevant address for your company?

The warehouse team have contacted UPS and asked if they can re-direct the parcel.

As soon as we receive a reply from them, I will let you know.

Either way we will make sure you receive your goods - the current parcel or a replacement.

I will email you again as soon as I can.

Kind regards

Kate Griffiths

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On Wed, 24 Jan 2024 at 12:09, Indra Thalib <indrathalib@islink.co.id> wrote:

Dear Kate

Good morning

Why is the shipping destination become to Jakarta-Indonesia and not to Singapore, please advise what can be done.

Please check ---->

[https://www.ups.com/track?loc=en\\_ID&Requester=NES&tracknum=1Z9W96380441190546&AgreeToTermsAndConditions=yes&WT.z\\_eCTAid=ct1\\_eml\\_Tracking\\_\\_ct1\\_eml\\_qvn\\_eml\\_5shp&WT.z\\_edatesent=01172024/trackdetails](https://www.ups.com/track?loc=en_ID&Requester=NES&tracknum=1Z9W96380441190546&AgreeToTermsAndConditions=yes&WT.z_eCTAid=ct1_eml_Tracking__ct1_eml_qvn_eml_5shp&WT.z_edatesent=01172024/trackdetails)

Your prompt reply we highly appreciated.

Thanks you  
Indra Thalib

On 16/01/2024 15.58, Kate Griffiths wrote:

Good morning Indra,

Thank you for your email.

We aim to ship your device later this week and will email a tracking number when the goods leave our warehouse.

Kind regards

Kate Griffiths

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On Tue, 16 Jan 2024 at 02:16, Indra Thalib <[indrathalib@islink.co.id](mailto:indrathalib@islink.co.id)> wrote:

Good morning Kate

Please update, has our order have been shipped...???

Looking forward your good news as soon as.

Thanks you

Indra Thalib

PT.International Service Link

On 08/01/2024 18.14, Kate Griffiths wrote:

Good morning Indra,

Thank you for your email.

As mentioned in my previous email, we estimate mid January and will email a tracking number when the goods leave our warehouse.

Kind regards

Kate Griffiths

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On Mon, 8 Jan 2024 at 10:55, Indra Thalib <[indrathalib@islink.co.id](mailto:indrathalib@islink.co.id)> wrote:

Good morning Kate

Happy New Year 2024

Please update, when the estimated order will be shipped....???

Your prompt reply we highly appreciated.

Thanks you  
Indra Thalib  
PT.International Service Link

On 19/12/2023 17.35, Kate Griffiths wrote:

Good morning Indra,

Thank you for your payment and updated address.

Your order is now confirmed. The lead time is mid January, we will email a tracking number when the goods leave our warehouse.

Kind regards

Kate Griffiths

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On Tue, 19 Dec 2023 at 08:14, Indra Thalib <[indrathalib@islink.co.id](mailto:indrathalib@islink.co.id)> wrote:  
Good morning Kate

Please changes complete address as below;

EVERFAST CARGO SERVICE Pte Ltd  
c/o. PT.International Service Link  
621 AlJuneid Road #01-05/10 Lipo Building  
Singapore , Singapore 389834  
Phone : +65-6749 3025

Thanks you  
Indra Thalib  
PT.International Service Link

On 06/06/2023 22.04, Kate Griffiths wrote:

Good afternoon Indra,

Thank you for your reply.

Please see attached quotation as requested. Please let me know if you would like a proforma invoice in order to make payment.

Please let me know if you require any changes to be made. I have used the addresses as follows:

**Delivery Address**

Everfast Cargo Service Ptd Ltd  
C/O PT.International Service Link  
AlJuneid Road 01-05  
Lipo Building  
Singapore  
389834  
Singapore

**Invoice Address**

PT.International Service Link  
Jl.Pondok Betung Raya No.45  
Bintaro  
Tangerang Selatan  
Banten  
15241  
Indonesia

Many thanks.

Kind regards

Kate Griffiths

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On Tue, 6 Jun 2023 at 14:41, Indra Thalib <[indrathalib@islink.co.id](mailto:indrathalib@islink.co.id)> wrote:

Hello Kate Griffiths

Thank you for your reply and quote, please estimate air freight by UPS, DHL or Fedex .

Once get it we will placing the purchase as soon as.

Kindly sent us the official quotation c/w air freight cost in currency GBP not USD.

Looking forward your prompt reply.

Thanks and regards

Indra Thalib

PT.International Service Link

On 06/06/2023 19.53, Kate Griffiths wrote:

Good afternoon,

Thank you for your enquiry.

**The price of part number 1410000 - V1000 is \$950 each EXW.**

a) Maker/Manufacturer

Viamed Limited

b) Country Of Origin

UK

c) Delivery period

**Lead time 2-3 weeks from date of payment**

d) Technical datasheets

Leaflet attached

e) H. S Code (customs tariff code)

90318080-00

f) Approximate weight & Dimensions

228 mm (L) x 72 mm (W) (117 mm (W) max) x 47 mm

(H) Weight 400g (with batteries)

g) Price DAP Singapore our forwarder

-

h) Is it brand new in original packing ...?

Yes

i) What the certificate can you provide...?

A

calibration certificate is supplied with each V1000\*

\*Customers may require a certificate to be reissued on a periodic basis to comply with ISO requirements i.e.

annually. In such a situation a V1000 may be returned to Viamed for testing.

**I will issue an official quotation as soon as I can, it will probably be tomorrow.**

Thank you for your patience.

Kind regards

Kate Griffiths

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On Tue, 6 Jun 2023 at 13:22, Main Account  
<[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:

----- Forwarded message -----  
From: **Viamed Ltd (Shopify)** <[mailer@shopify.com](mailto:mailer@shopify.com)>  
Date: Tue, 6 Jun 2023 at 13:20  
Subject: New customer message on June 6, 2023 at 1:20 pm  
To: <[orders@viamed.online](mailto:orders@viamed.online)>

You received a new message from your online store's contact form.

**Country Code:**  
ID  
**Name:**  
Indra Thalib  
**Email:**  
[indrathalib@islink.co.id](mailto:indrathalib@islink.co.id)  
**Phone Number:**  
0627371320  
**Message:**  
Dear Sales Team

Please provide your best price and delivery time for the item(s) below;

1. VIAMED V1000 Foetal Heart Simulator  
Qty= 1 Ea

Please estimate airfreight to address  
below;

EVERFAST CARGO SERVICE Pte Ltd  
c/o. PT.International Service Link  
AlJuneid Road #01-05 Lipo Building  
Singapore , Singapore 389834  
Phone : +65-6749 3025

NOTE : PLEASE ADVISE / PROVIDE THE  
FOLLOWING:-

- a) Maker/Manufacturer
- b) Country Of Origin
- c) Delivery period
- d) Technical datasheets
- e) H. S Code (customs tariff code)
- f) Approximate weight & Dimensions
- g) Price DAP Singapore our forwarder
- h) Is it brand new in original packing ...?
- i) What the certificate can you provide...?

Looking forward to receiving for your  
reply as soon as possible.

Sincerely,

--

Indra Thalib  
PT.International Service Link  
Jl.Pondok Betung Raya No.45 Bintaro  
Tangerang Selatan Banten 15241  
Indonesia  
Phone : +62217371320 Fax.  
+62217371320  
Mobil Phone : 081316071002