



Main Account <viamedinbox@gmail.com>

RE: Pc/240036 Sorevan

Nieves Mármol [Admon Sorevan] <nieves@sorevan.com>
To: sophie.lines@viamed.co.uk

26 January 2024 at 07:19

Dear Sophie,

Thank you for your attention.

It's ok for us by UPS.

Only question, the item R300p03 we order 1.000 units and your invoice details 600units, do you send it after when you have stock?

B.Regards

**Nieves Mármol**

Back Office-Admon

(+34) 91 850 10 58 |

nieves@sorevan.com

www.sorevan.com

C/ Puerta de Abajo, 18, 28430 Alpedrete (Madrid)



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De: Main Account <viamedinbox@gmail.com> **En nombre de** Sophie Lines
Enviado el: jueves, 25 de enero de 2024 17:19
Para: Nieves Mármol [Admon Sorevan] <nieves@sorevan.com>
Asunto: Re: Pc/240036 Sorevan

Hi Neives,

Thank you for your order. I can confirm this has been processed on our system - we have the items in stock, and your order should be ready for dispatch within the next 1-3 working days.

Please can you let me know if you are happy for these to be shipped on our UPS account as per your last order? (Invoice attached for reference)

Kind regards

Sophie Lines

Please note: My working days are Tuesday, Wednesday and Thursday

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On Thu, Jan 25, 2024 at 3:26 PM Nieves Mármol [Admon Sorevan] <nieves@sorevan.com> wrote:

Dear Sophie,

Please find attached our new order PC/240036, x EyeMax2

Please confirm me the delivery date.

Thank you in advance.

B.Regards



Nieves Mármol

Back Office-Admon

(+34) 91 850 10 58 |

nieves@sorevan.com

www.sorevan.com

C/ Puerta de Abajo, 18, 28430 Alpedrete (Madrid)



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De: Main Account <viamedinbox@gmail.com> **En nombre de** Sophie Lines

Enviado el: miércoles, 24 de enero de 2024 12:18

Para: Nieves Mármol [Admon Sorevan] <nieves@sorevan.com>

Asunto: Re: Order PC/230266 Sorevan

Hi Nieves,

Thank you for your email confirming your customer has now accepted the metal tubing adapter. es I can confirm the price for part number 0320470 is €39.70 each. The lead time is approximately 4 weeks.

I will have a look into the documents you require and get back to you as soon as possible.

Kind regards

Sophie Lines

Please note: My working days are Tuesday, Wednesday and Thursday

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On Wed, Jan 24, 2024 at 8:24 AM Nieves Mármol [Admon Sorevan] <nieves@sorevan.com> wrote:

Hi Sophie,

Finally, our Customer tell me that ok for the metal version of the 2-in-1 Muffled Tubing Adapter - part number 0320470 (22 units)

We need the EAN code, technical sheet and, HS code.

Is the price 39,70\$?

Thank you in advance.

B.Regards

**Nieves Mármol**

Back Office-Admon

(+34) 91 850 10 58 |

nieves@sorevan.comwww.sorevan.com

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Valore la atención recibida [AQUÍ](#)**De:** Main Account <viamedinbox@gmail.com> **En nombre de** Sophie Lines**Enviado el:** viernes, 15 de diciembre de 2023 9:22**Para:** Nieves Mármol [Admon Sorevan] <nieves@sorevan.com>**Asunto:** Re: Order PC/230266 Sorevan

Hi Nieves

Further to our emails below, have you got an answer from your customer as yet on whether they would like to order the metal tubing adapters instead?

Kind regards

Sophie Lines

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On Mon, Dec 11, 2023 at 8:01 AM Nieves Mármol [Admon Sorevan] <nieves@sorevan.com> wrote:

Thank you Sophie for your information.

We will tell the customer about the options and as soon as we know something we will let your know.



Nieves Mármol

Dpto. Administración / Backoffice

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De: Main Account <viamedinbox@gmail.com> **En nombre de** Sophie Lines

Enviado el: viernes, 8 de diciembre de 2023 13:41

Para: Nieves Mármol [Admon Sorevan] <nieves@sorevan.com>

Asunto: Fwd: Order PC/230266 Sorevan

Good afternoon,

I have another update regarding your order PC/230266. Unfortunately, the supplier has confirmed they are having QA issues with the plastic Muffled Tubing Adapter and are not able to provide an estimated delivery date to us at all.

The only alternative we can now try would be the metal version of the 2-in-1 Muffled Tubing Adapter - part number 0320470, which we can request from the supplier if you would be happy to accept those instead? The price is €39.70 each.

Once again please accept our apologies for this disappointing outcome. I look forward to hearing from you regarding this matter.

Kind regards

Sophie Lines

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

From: **Sophie Lines** <sophie.lines@viamed.co.uk>

Date: Fri, Dec 1, 2023 at 3:19 PM

Subject: Re: Order PC/230266 Sorevan

To: Nieves Mármol [Admon Sorevan] <nieves@sorevan.com>

Good afternoon,

Thank you for your amended order, I can confirm I have updated our system and added the extra 2 units to your order.

If you have any questions, please do not hesitate to contact me.

Kind regards

Sophie Lines

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On Fri, Dec 1, 2023 at 1:54 PM Nieves Mármol [Admon Sorevan] <nieves@sorevan.com> wrote:

Dear Sophie,

Please find attached our amended order pc/230266

I add x2 units more.

Thank you!



Nieves Mármol
Dpto. Administración / Backoffice

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C/ Puerta de Abajo, 18. Pol. Ind. Alpedrete · 28430 Alpedrete (Madrid)
Tlf: (+34) 91 850 10 58 · Fax: (+34) 918 514 824
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De: Main Account <viamedinbox@gmail.com> **En nombre de** Sophie Lines
Enviado el: miércoles, 29 de noviembre de 2023 14:01
Para: Nieves Mármol [Admon Sorevan] <nieves@sorevan.com>
Asunto: Re: Order PC/230266 Sorevan

Good afternoon,

Further to your order below, unfortunately the supplier has confirmed the 2-in-1 Muffled Tubing Adapter is no longer available in the pack of 20 (part number 0320467). Therefore, I have amended your order back to 20x 0320466 (single units) at €28.48 each, as you originally requested.

Please accept our sincere apologies for this, as we were not aware until today. We are still awaiting their arrival in stock but as soon as your order is ready we will be in touch with your tracking number.

If you require any further assistance please do not hesitate to contact us.

Kind regards

Sophie Lines

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On Mon, Nov 13, 2023 at 10:53 AM Sophie Lines <sophie.lines@viamed.co.uk> wrote:

My apologies for the confusion, I had asked about UPS so I could determine the method of shipment to put on the paperwork, as I wasn't sure based on your previous orders. I am sorry I did not make the stock situation clearer

earlier on. We will aim to get the stock as soon as possible.

Kind regards

Sophie Lines

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On Mon, Nov 13, 2023 at 10:38 AM Nieves Mármol [Admon Sorevan] <nieves@sorevan.com> wrote:

Hello,

Not insurance.

When you told me that you sent it by UPS, I thought you already had it in stock.

I Just told my customer that the material would be available shortly.....



Nieves Mármol

Dpto. Administración / Backoffice

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De: Main Account <viamedinbox@gmail.com> **En nombre de** Sophie Lines
Enviado el: lunes, 13 de noviembre de 2023 11:25
Para: Nieves Mármol [Admon Sorevan] <nieves@sorevan.com>
Asunto: Re: Order PC/230266 Sorevan

Hi,

Thank you for confirming you are happy for the order to ship via UPS. Do you require insurance for the shipment at €11.50? Unfortunately, we are currently awaiting stock of this item, so the lead time could be up to 6 weeks - we will however try to improve on this if possible. We have not yet been given a lead time from the supplier, so I will update you when we hear from them.

Please accept our apologies for any inconvenience caused.

Kind regards

Sophie Lines

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On Mon, Nov 13, 2023 at 10:09 AM Nieves Mármol [Admon Sorevan] <nieves@sorevan.com> wrote:

Thank you, please you can proceed with the shipment.

B.Regards



Nieves Mármol
Dpto. Administración / Backoffice

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C/ Puerta de Abajo, 18. Pol. Ind. Alpedrete · 28430 Alpedrete (Madrid)
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De: Main Account <viamedinbox@gmail.com> **En nombre de** Sophie Lines
Enviado el: lunes, 13 de noviembre de 2023 11:06
Para: Nieves Mármol [Admon Sorevan] <nieves@sorevan.com>
Asunto: Re: Order PC/230266 Sorevan

Good morning,

Thank you for your reply. I can confirm the weight and dimensions would be:

32 x 24 x 24 cm

0.80kg

The cost for standard delivery via our UPS account would be €15.00. Please let me know how you would like to proceed?

Kind regards

Sophie Lines

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On Mon, Nov 13, 2023 at 7:18 AM Nieves Mármol [Admon Sorevan] <nieves@sorevan.com> wrote:

Thank you Sohie,

Please tell me the dimensions and weight

B.Regards



Nieves Mármol
Dpto. Administración / Backoffice

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De: Main Account <viamedinbox@gmail.com> **En nombre de** Sophie Lines
Enviado el: viernes, 10 de noviembre de 2023 17:11
Para: Nieves Mármol [Admon Sorevan] <nieves@sorevan.com>
Asunto: Re: Order PC/230266 Sorevan

Good afternoon,

Thank you for your order. Please can you advise which courier you would like to use for this order, or if you would like to ship via our UPS account?

The 2-in-1 Muffled Tubing Adapter is available as a pack of 20 under part number 0320467 and the price is €512.55 per pack.

Kind regards

Sophie Lines

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

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On Fri, Nov 10, 2023 at 3:19 PM Nieves Mármol [Admon Sorevan] <nieves@sorevan.com> wrote:

Dear Sophie, Ryan,

Please find attached our new order PC/230266 x 20 uds., muffled adapter.

Please confirm me the delivery date.

Thank you in advance.

Best Regards.



Nieves Mármol
Dpto. Administración / Backoffice

MEDICAL SOREVAN, SL
C/ Puerta de Abajo, 18. Pol. Ind. Alpedrete · 28430 Alpedrete (Madrid)
Tlf: (+34) 91 850 10 58 · Fax: (+34) 918 514 824
nieves@sorevan.com · www.sorevan.com



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