



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

RE: Problem with 2 monitors

1 message

Aurélie Boeringer <a.boeringer@minerve.eu>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>
Cc: Sophie Lines <sophie.lines@viamed.co.uk>

10 June 2024 at 09:18

Hi Kate,

We accept this quotation.

Thanks to indicate me the lead time of back of monitors.

Cordialement, Best Regards,

Aurélie BOERINGER

Responsable Administrative et Comptable / Administrative and Accounting Manager

Equipement Vétérinaire MINERVE

ZI, Rue de l'Aube - FR 51310 Esternay

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a.boeringer@minerve.eu

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De : Kate Griffiths <kate.griffiths@viamed.co.uk>

Envoyé : jeudi 16 mai 2024 09:46

À : Aurélie Boeringer <a.boeringer@minerve.eu>

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

Objet : Re: Problem with 2 monitors

Good morning Aurélie,

Please see attached quotation relating to the repair of your devices, s/n S/N: A1603150007 and A2203150001.

If you accept the cost, please let me know if you would like the repairs team to go ahead.

Many thanks.

Kind regards

Kate Griffiths

<http://www.viamed.co.uk>

Email kate.griffiths@viamed.co.uk

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On Thu, 16 May 2024 at 08:40, Main Account <viamedinbox@gmail.com> wrote:

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

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

Date: Thu, 2 May 2024 at 12:03

Subject: Re: Problem with 2 monitors

To: Aurélie Boeringer <a.boeringer@minerve.eu>

Good morning,

Thank you for your email. I have looked into this for you and confirm we have received the devices - they are currently awaiting a calibration check, but unfortunately, my colleague who works with the repairs is currently on annual leave - I will chase up and estimated lead time with them on their return on Monday 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 Thu, May 2, 2024 at 9:46 AM Aurélie Boeringer <a.boeringer@minerve.eu> wrote:

Dear Sophie,

We have no news regarding the return of the 2 monitors. Can you help me ?

Cordialement, Best Regards,

Aurélie BOERINGER

Responsable Administrative et Comptable /Administrative and Accounting Manager

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a.boeringer@minerve.eu

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

Envoyé : mercredi 20 mars 2024 16:25

À : Aurélie Boeringer <a.boeringer@minerve.eu>

Objet : Re: Problem with 2 monitors

Good afternoon,

Thank you for your email. I am sorry to hear you have a screen problem with 2 monitors. You can return these to us for our engineers to take a look at and advise the costs of repairing them. I have opened a return under the reference **SRS68736** for you.

If you could please return the units to us, using reference SRS68736 on any paperwork and packaging. Please return your unit to the following address:

Viamed Ltd
Returns Department SRS68736
15 Station Road
Cross Hills
Keighley
BD20 7DT

United Kingdom

When returning units to us, please may we ask that they are returned with a certificate of decontamination status. Please ensure that the packing is adequate and we advise that you use a traceable delivery service.

Once received and examined, we will be in touch with a quote for the cost of the repairs, from which you can raise a purchase order if required.

If you require any further information please do not hesitate to contact me.

Kind regards

Sophie Lines

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

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On Wed, Mar 20, 2024 at 3:14 PM Main Account <viamedinbox@gmail.com> wrote:

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

From: Aurélie Boeringer <a.boeringer@minerve.eu>

Date: Wed, 20 Mar 2024 at 15:12

Subject: Problem with 2 monitors

To: viamedinbox@gmail.com <viamedinbox@gmail.com>

Dear all,

We have two monitors that have a problem: on the screen it says "CO2 sensor too high" / Don't value displayed

The serial numbers are : A1603150007 and A2203150001

Can we return them to you for repair? At what address ?

Cordialement, Best Regards,

Aurélie BOERINGER

Responsable Administrative et Comptable /Administrative and Accounting Manager

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