



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

Sv: Broken ear sensor

1 message

Mikael Wennerström <mikael.wennerstrom@merivaara.com>

18 June 2024 at 12:18

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

Dear Kate,

Yes, 105 is OK!

Kind regards

Mikael Wennerström
Sales- and marketingcoordinatorMerivaara AB
[Hävertgatan 21](#)
254 42 Helsingborg
Tel: +46 (0)8-6272950

+46704257500

www.merivaara.com**Från:** Kate Griffiths <kate.griffiths@viamed.co.uk>**Skickat:** den 18 juni 2024 13:14**Till:** Mikael Wennerström <mikael.wennerstrom@merivaara.com>**Ämne:** Re: Broken ear sensor

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon Mikael,

Thank you for your order. Are you happy to accept the correct price of €105?

Many thanks.

Kind regards

Kate Griffiths

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

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

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.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542

On Tue, 18 Jun 2024 at 12:08, Mikael Wennerström <mikael.wennerstrom@merivaara.com> wrote:

Dear Kate,

Noted, we'll then buy a new sensor to get a swift solution with our customer

See enclosed purchase order PO306924, please confirm and send asap, thanks!

We'll then ask customer for the broken one and send under SRS68813.

Kind regards

Mikael Wennerström
Sales- and marketingcoordinator

Merivaara AB
[Hävertgatan 21](#)
254 42 Helsingborg
Tel: +46 (0)8-6272950

+46704257500

www.merivaara.com

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

Skickat: den 14 juni 2024 09:38

Till: Mikael Wennerström <mikael.wennerstrom@merivaara.com>; Sophie Lines
<sophie.lines@viamed.co.uk>

Ämne: Re: Broken ear sensor

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning Mikael,

Please accept my reply on behalf of Sophie.

I am sorry we are unable to offer a discount on the sensor, as we only have small margins on our distributor pricing.

Sorry we cannot be of more help.

Please let me know if I can be of any further assistance.

Kind regards

Kate Griffiths

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

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

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.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542

On Thu, 13 Jun 2024 at 14:45, Main Account <viamedinbox@gmail.com> wrote:

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

From: **Mikael Wennerström** <mikael.wennerstrom@merivaara.com>

Date: Thu, 13 Jun 2024 at 14:15

Subject: Sv: Broken ear sensor

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

Dear Sophie,

Thanks for reply. This was a bit urgent for customer, could we to save time make an arrangement were we buy the sensor instaed at a cost price/reduced price?

Kind regards

Mikael Wennerström
Sales- and marketingcoordinator

Merivaara AB
[Hävertgatan 21](#)
254 42 Helsingborg
Tel: +46 (0)8-6272950

+46704257500

www.merivaara.com

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

Skickat: den 12 juni 2024 15:16

Till: Mikael Wennerström <mikael.wennerstrom@merivaara.com>

Ämne: Re: Broken ear sensor

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon,

Thank you for your email. I am very sorry to hear your customer is having problems with the ear sensor. I have checked the serial number, and the sensor should be covered by the 2 year warranty if found to be faulty.

If you would like to return the sensor to us for evaluation and possible warranty replacement, I have opened up a return reference for you - **SRS68813** - please quote this reference on any paperwork and packaging.

Please send the sensor to the following address:

SRS68813

Viamed Ltd

15 Station Road

Cross Hills

BD20 7DT

United Kingdom

If you could please include a certificate of decontamination status that would be great.

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

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>

Email sophie.lines@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

E-mail Disclaimer

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542

GDPR / Privacy Policy available at www.viamed.co.uk/policy

On Wed, Jun 12, 2024 at 1:43 PM Main Account <viamedinbox@gmail.com> wrote:

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

From: **Mikael Wennerström** <mikael.wennerstrom@merivaara.com>

Date: Wed, 12 Jun 2024 at 13:41

Subject: Broken ear sensor

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

Hi,

Our, Merivaara ABs, customer have an era sensor that is not working anymore. The pulseoximeter works fine with other sensors.

It it item 0014850 with SN: HAR10077. How do we proceed?

Kind regards

Mikael Wennerström
Sales- and marketing coordinator

Merivaara AB
[Hävertgatan 21](#)
254 42 Helsingborg
Tel: +46 (0)8-6272950

+46704257500

www.merivaara.com