



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

Rif: Re: Re: Re: Maquet

1 message

KHisinger@medival.it <KHisinger@medival.it>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>
Cc: AAlloisi@medival.it

1 August 2024 at 13:06

Hi Kate,

Thank you for your message. I believe our financial department normally asks for a credit note, but if the sensor was OK ... Strange, the client who sent it back to us is normally quite capable. Let's put it like this : if you cannot send us a credit note, we would be happy to receive a replacement sensor.

Best regards,
Katarina

Katarina Hisinger
Product Manager
Business Unit Critical Care
M E D I V A L S.r.l.
Via San Crispino, 33 - 35129 Padova, ITALY
Ph: +39 049775477 Mobile: +39 3484425031
E-Mail khisinger@medival.it Web: www.medival.it
(Embedded image moved to file: pic21167.gif)

Da: "Kate Griffiths" <kate.griffiths@viamed.co.uk>
Per: "Katarina Hisinger" <KHisinger@medival.it>
Data: 01/08/2024 13:26
Oggetto: Re: Re: Re: Maquet

Hi again,

Please accept my apologies, the sensor will be a replacement sensor.

Kind regards

Kate Griffiths

<http://www.viamed.co.uk>
Email kate.griffiths@viamed.co.uk
Tel: +44 (0)1535 634542
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On Thu, 1 Aug 2024 at 12:21, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good afternoon Katarina,

The repairs team have asked me to check with you whether you are happy for us to return your R-17MED free of charge via UPS. They have found no fault with it.

The address we would return it to is as follows:

Medival s.r.l
C/O Warehouse
Via San Crispino
35 Padova 3
5129
Italy

Many thanks.

Kind regards

Kate Griffiths

<http://www.viamed.co.uk>
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Tel: +44 (0)1535 634542
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On Thu, 1 Aug 2024 at 12:17, Main Account <viamedinbox@gmail.com> wrote: