



Sophie Lines <viamed.sophie.lines@gmail.com>

Re: Calibration of your V1000

1 message

umer tariq <umertariq616@gmail.com>
To: Sophie Lines <sophie.lines@viamed.co.uk>

Wed, Aug 7, 2024 at 3:09 PM

Hello,
Send me remaining invoice for further process.
Also send the parcel by today if possible to my UK address

Regards
Umer

On Wed, 7 Aug 2024, 6:45 pm Sophie Lines, <sophie.lines@viamed.co.uk> wrote:

Good afternoon,

Thank you for your email confirming the return address. As you would like us to amend the delivery to an address within the UK, this would mean we would have to apply VAT to the cost of the service/calibration.

As you have already sent payment, I would therefore need to send an additional Proforma Invoice to cover the cost of the VAT, and also add on the £12.00 (plus VAT) for UK delivery via our UPS courier.

Please can you let me know how you would like to proceed?

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.

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On Tue, Aug 6, 2024 at 9:31 PM umer tariq <umertariq616@gmail.com> wrote:

Once item is ready please send it to the below address plz.

Name: Zulqernain

Address : [10 Apple walk NG3 6NP Nottingham](#)

Ph: 07535480529

Regards

On Wed, 7 Aug 2024, 1:12 am umer tariq, <umertariq616@gmail.com> wrote:

Hello sophie.

Hope you are doing well.

Once the calibration is done. share the calibration certificate on email.

Regard

Umer tariq

On Tue, 6 Aug 2024, 7:56 pm Sophie Lines, <sophie.lines@viamed.co.uk> wrote:

Hi Umer,

Thank you for your email. Kate is currently on annual leave, so please accept my reply.

I have checked with our repairs team and the calibration has been completed today - the final paperwork just needs completing and it should be ready for dispatch back to you in the next couple of days.

Kind regards

Sophie Lines

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On Tue, Aug 6, 2024 at 12:34 PM Main Account <viamedinbox@gmail.com> wrote:

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

From: **umer tariq** <umertariq616@gmail.com>

Date: Tue, 6 Aug 2024 at 12:28

Subject: Re: Calibration of your V1000

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

Hello kate,

Any update on this?

Regards

Umer tariq

On Fri, 2 Aug 2024, 3:45 pm Kate Griffiths, <kate.griffiths@viamed.co.uk> wrote:

Thank you for your payment Umer, I have asked the repairs team to proceed.

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

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On Fri, 2 Aug 2024 at 09:28, umer tariq <umertariq616@gmail.com> wrote:
Kindly find the attached payment slip from Zulqernain.

On Wed, 31 Jul 2024, 5:36 pm umer tariq, <umertariq616@gmail.com> wrote:
Noted.
Will send you the payment soonest possible and will share the slip with you.

Regards

On Wed, 31 Jul 2024, 3:59 pm Kate Griffiths, <kate.griffiths@viamed.co.uk> wrote:
Thank you Umer,

Please see attached proforma invoice, please let me know if you require any changes to be made.
Upon receipt of payment, I will ask the repairs team to proceed.

Kind regards

Kate Griffiths

<http://www.viamed.co.uk>
Email kate.griffiths@viamed.co.uk
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On Tue, 30 Jul 2024 at 13:14, umer tariq <umertariq616@gmail.com> wrote:

Kindly make it like below:

H#31, ST 1A, Shahkhalid colony Rawalpindi please.

I will pay you in UK Pound

Regards

On Tue, 30 Jul 2024, 5:01 pm Kate Griffiths, <kate.griffiths@viamed.co.uk> wrote:

Thank you Umer,

I will use the addresses as follows:

Delivery Address

Umer Tariq
311a Shahkhalid Colony
Rawalpind
46000
Pakistan

Invoice Address

Umer Tariq
31 1a Shahkhalid Colony
Rawalpind
46000
Pakistan

Will you be paying in USD?

Kind regards

Kate Griffiths

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

Email kate.griffiths@viamed.co.uk

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On Tue, 30 Jul 2024 at 12:32, umer tariq <umertariq616@gmail.com> wrote:

Hello,

Hope you are doing well.

I required it in pakistan against below details:

Name:-- Umer tariq

Address:--- house no 31, street 1a shahkhalid colony Rawalpind Pakistan.

Zip code:-- 46000

Ph#:-- +923015050194

On Tue, 30 Jul 2024, 3:45 pm Kate Griffiths, <kate.griffiths@viamed.co.uk> wrote:

Good afternoon Umer,

The repairs team have looked at your device and would like me to issue you with a proforma invoice. **Please could you let me have your delivery and invoice addresses please? I also plan to use EXW - DHL for the shipping on the proforma invoice.**

Many thanks.

Kind regards

Kate Griffiths

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

Email kate.griffiths@viamed.co.uk

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On Mon, 29 Jul 2024 at 15:18, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Hi Umer, I have asked the repairs team to consider your request. I am unable to say for definite if this will be possible.

Kind regards

Kate Griffiths

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

Email kate.griffiths@viamed.co.uk

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On Mon, 29 Jul 2024 at 15:14, umer tariq <umertariq616@gmail.com> wrote:

Noted with thanks

Kindly complete the calibration within 5 days as 2 weeks is too long and share the invoice once it's completed.

Regards

On Mon, 29 Jul 2024, 6:35 pm Kate Griffiths, <kate.griffiths@viamed.co.uk> wrote:
Thank you Umer, the service team will book it in soon.

We can use DHL to ship it back to Sharjah if you would like us to. It would just mean we would use EXW on the proforma invoice and your team would arrange collection - or you could give us the DHL account number for us to book the collection. We do not have our own DHL account, we use UPS generally.

I am unable to say how long the calibration will take, but usually we would send a proforma invoice within two weeks time.

Kind regards

Kate Griffiths

<http://www.viamed.co.uk>
Email kate.griffiths@viamed.co.uk
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On Mon, 29 Jul 2024 at 14:16, umer tariq <umertariq616@gmail.com> wrote:

Hello kate,
Hope you are doing well.
Parcel has been delivered to you successfully.

How many days calibration takes ?

Also confirm me that, doea you have dhl account ?

Regards
Umer

On Fri, 26 Jul 2024, 12:07 pm Kate Griffiths, <kate.griffiths@viamed.co.uk> wrote:
Many thanks Umer.

Kind regards

Kate Griffiths

<http://www.viamed.co.uk>
Email kate.griffiths@viamed.co.uk
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On Fri, 26 Jul 2024 at 04:20, umer tariq <umertariq616@gmail.com> wrote:

Dear kate,
Hope you are doing well.
Find the attached DHL detail of parcel.
DHL TRACKING: 3184918800

Regards
Umer tariq

On Mon, 22 Jul 2024, 2:16 pm Kate Griffiths, <kate.griffiths@viamed.co.uk> wrote:

Good morning Umer,

The address is as follows:

Our address is as follows:

Viamed Ltd
Returns Department SRS68827
15 Station Road
Cross Hills
Keighley
BD20 7DT

United Kingdom

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

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On Mon, 22 Jul 2024 at 09:07, umer tariq <umertariq616@gmail.com> wrote:

Hello,
Hope you are doing well.
Kindly share the shipping address where i sent the equipment for calibration.
Waiting for your quick response.

Regards
Umer tariq
Medicare and power

On Mon, 24 Jun 2024, 9:29 pm umer tariq, <umertariq616@gmail.com> wrote:

Recieved with thanks.

I will update u all related detail once i pick the item for export.

Regard

On Mon, 24 Jun 2024, 4:11 pm Kate Griffiths, <kate.griffiths@viamed.co.uk> wrote:

Good morning Umer,

Thank you for your reply.

Please see attached authorisation letter.

I only have a UK address for you on our system. Would we be sending the device back to the following address:

Medicare and power solutions
Kh#116 [Lane 3](#)
[Gulistan Colony](#)
[Rawalpindi](#)
[Pakistan](#)

Does the address have a postcode please?

When you send the device to us, please could you quote the returns reference number SRS68827 on any paperwork you include?

Please could I ask that it be sent back in a clean condition to avoid an extra cleaning fee? Also please could the device be sent with a certificate of decontamination status if possible.

Our address is as follows:

Viamed Ltd
Returns Department SRS68827
15 Station Road
Cross Hills
Keighley
BD20 7DT

United Kingdom

Many thanks.

Kind regards

Kate Griffiths

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

Email kate.griffiths@viamed.co.uk

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On Mon, 24 Jun 2024 at 05:18, umer tariq <umertariq616@gmail.com> wrote:

Hello

Hope you are doing well.

The equipment is ready to export you for calibration but end user want authorisation letter.

Kindly share the authorization letter of 2024.

For Reference 2023 letter of authorization has been attached.

Company Name: Medicare and power solutions.

Address: Kh#116, lane 3 gulistan colony [Rawalpindi](#)

Regards

On Fri, 7 Jun 2024, 1:28 pm Kate Griffiths, <kate.griffiths@viamed.co.uk> wrote:

Thank you Umer,

Please accept my apologies, I did not say that the £12 return carriage was for UK addresses only (in case the device is elsewhere).

I will issue a returns reference number when I hear from you at a later date.

Kind regards

Kate Griffiths

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

Email kate.griffiths@viamed.co.uk

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On Fri, 7 Jun 2024 at 09:18, umer tariq
<umertariq616@gmail.com> wrote:

Noted with thanks

I will confirm you once the item is ready for export.

Regards
Umer tariq

On Fri, 7 Jun 2024, 1:02 pm Kate Griffiths,
<kate.griffiths@viamed.co.uk> wrote:

Good morning Umer,

Thank you for your enquiry. Please accept my reply on behalf of Sophie. I have started a new email message as the previous one was very long.

I can see that the serial number of your V1000 is
PR03507A14.

You would need to send it to us for calibration. The price of a V1000 functional check service which includes the certificate of calibration is £60, plus £12 return carriage, plus VAT.

We are unable to issue an official quotation until the device has been received and checked over by the service team. After the device has been checked over, we would email a proforma invoice and not proceed until payment has been received.

If you are happy with this, please let me know and I will reply with a returns reference number.

I look forward to hearing from you.

Many thanks.

Kind regards

Kate Griffiths

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

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