



Ryan Swaine <viamed.ryan.swaine@gmail.com>

RE: FW: Vandagraph Invoice RAN150474-1 Reference 23OB0685-08/24

1 message

DIVESOFT Office <office.cz@divesoft.com>

24 September 2024 at 11:38

To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

Cc: Michael Lamb <michael.lamb@vandagraph.co.uk>, Gabriela Špringlová <gabriela.springlova@divesoft.com>

Dear Ryan,

thank you for the credit note. We will pay the balance as soon as possible.

I want to ask you if is possible to send us 200 pcs of sensors earlier than with next batch of 250 pcs on October.

Thank you

Have a nice day

Jarmila Baloušková

+420 416 857 057

Divesoft s.r.o.

Hálkova 2495 | 413 01 Roudnice nad Labem | Czech Republic

divesoft.com



From: Ryan Swaine <ryan.swaine@vandagraph.co.uk>
Sent: Thursday, September 19, 2024 6:33 PM
To: DIVESOFT Office <office.cz@divesoft.com>
Cc: Michael Lamb <michael.lamb@vandagraph.co.uk>; Gabriela Špringlová <gabriela.springlova@divesoft.com>
Subject: Re: FW: Vandagraph Invoice RAN150474-1 Reference 23OB0685-08/24

Dear Jarmila

Due to the structure of our stock control and accounts system, we have issued a credit for all the returned sensors (458 units). Any replacements will be invoiced accordingly. This credit also includes a single sensor (S/N: D111125) that was previously returned with no fault found.

We are currently preparing your next batch of 250 sensors, along with an additional batch of 200 sensors, which will serve as the replacements you requested.

Please find attached a copy of the credit note, account statement, and activity statement for 2024. Should you have any questions or concerns, feel free to contact me.

Kind regards
Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Wed, 18 Sept 2024 at 09:22, DIVESOFT Office <office.cz@divesoft.com> wrote:

Dear Ryan,

please you send a credit note for the Invoice No. RAN150473-1 (July) - for 250 pcs including shipping - total £5392.

Please you send us the rest 207 pcs sensors as a replacement for claim no. 24OB0520 as soon as possible and return the test device to us with sensors.

Thank you for your cooperation

Have a nice day

Jarmila Baloušková

+420 416 857 057

Divesoft s.r.o.

Hálkova 2495 | 413 01 Roudnice nad Labem | Czech Republic

divesoft.com



From: Ryan Swaine <ryan.swaine@vandagraph.co.uk>

Sent: Monday, September 16, 2024 12:34 PM

To: DIVESOFT Office <office.cz@divesoft.com>

Cc: Michael Lamb <michael.lamb@vandagraph.co.uk>; Gabriela Špringlová <gabriela.springlova@divesoft.com>

Subject: Re: FW: Vandagraph Invoice RAN150474-1 Reference 23OB0685-08/24

Dear Jarmila

We can't cancel invoice RAN150474-1, as this was delivered as part of your order, not as a replacement for the returned sensors. However, I will speak with our accounts in order to sort out the previous invoices/replacement sensors.

My question is would you like to receive replacement sensors for all the returned sensors?

I also have your test device that you sent to us, would you like us to return it to you?

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

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

Email ryan.swaine@vandagraph.co.uk

Tel: +44 (0)1535 634900

Mob: +44 (0)7803 907117

On Mon, 16 Sept 2024 at 11:15, DIVESOFT Office <office.cz@divesoft.com> wrote:

Hello,

because these sensors are delivery part of claim no. 24OB0520 from 24.7.2024, please you cancel your invoice.

I want to ask when you will send us another 207 units of claimed sensors?

Thank you

Jarmila Baloušková

+420 416 857 057

Divesoft s.r.o.

[Hálkova 2495 | 413 01 Roudnice nad Labem | Czech Republic](#)

divesoft.com





From: Michael Lamb <michael.lamb@vandagraph.co.uk>

Sent: Saturday, September 14, 2024 12:49 PM

To: Gabriela Špringlová <springlova@divesoft.cz>; lucie.tymichova@divesoft.com

Subject: Vandagraph Invoice RAN150474-1 Reference 23OB0685-08/24

Please find attached Vandagraph Invoice(s) RAN150474-1.pdf

Should you have any queries please do not hesitate to contact us at accounts@vandagraph.co.uk

Kind Regards

Michael Lamb

michael.lamb@vandagraph.co.uk