



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

RE: Order 7798 from Medivent Ltd

1 message

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

Thu, Oct 10, 2024 at 2:46 PM

Hi Sophie,

Apologies, I forgot these was one on the order yesterday! WE only need the one atm. Thanks, I have amended the PO again and sent. And yes please insure.

Thanks,

Lisa

From: Sophie Lines [mailto:sophie.lines@viamed.co.uk]
Sent: 10 October 2024 14:39
To: info@medivent.ie
Subject: Re: Order 7798 from Medivent Ltd

Hi Lisa,

I am really sorry about that - unfortunately, it looks like you purchased the last Viamed V Mount Rail Clamp we had available in stock yesterday, and the Maxtec version is now the only available option.

I will speak with our sales director regarding the production time for more rail clamps, but we may not have an answer straight away.

We have an old memo from 2016 noted on your account which states we should insure orders with a value of £1k+, please can you let me know if this is still valid?

Kind regards

Sophie Lines

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
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Company registered in England, No. 01291765.

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On Thu, Oct 10, 2024 at 2:03 PM <info@medivent.ie> wrote:

Hi Sophie,

We quoted our customer based on the cost of part number: 0121184 (Viamed 'V' Mount Rail Clamp). Unfortunately we will have to take this part number 0121198 @ 90.80 , but the difference in the price means we are going to lose out on it. Can you give us a time frame as to when you will have the other back in production?

Thanks for your help,

Kind Regards,

Lisa

From: Sophie Lines [mailto:sophie.lines@viamed.co.uk]

Sent: 10 October 2024 13:38

To: info@medivent.ie

Subject: Re: Order 7798 from Medivent Ltd

Hi Lisa,

I can see you have sent in an amended PO now with the V mount rail clamp added - unfortunately I have just checked our system and we don't have part number 0121184 (Viamed 'V' Mount Rail Clamp) in stock at the moment and it will be a while before we can have another batch produced.

We do have the Maxtec version available - part number 0121198 @ 90.80 each:



Please let me know how you would like to proceed?

Kind regards

Sophie Lines

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On Thu, Oct 10, 2024 at 12:31 PM <info@medivent.ie> wrote:

Hi Sophie,

What is the part number for the V-clamp and price and I will add one to PO 7798.

Thanks,

Lisa

From: Sophie Lines [mailto:sophie.lines@viamed.co.uk]

Sent: 10 October 2024 12:13

To: info@medivent.ie

Subject: Re: Order 7798 from Medivent Ltd

Hi Lisa,

Thank you for your reply - unfortunately, your orders 7796 and 7797 have already been packed and invoiced so we cannot add to it.

And yes, the MAXO2 ME device has a dovetail on the back, so it just slots into the V-mount rail clamp.

Please can you let me know if you are happy for the order to ship without insurance?

Kind regards

Sophie Lines

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On Thu, Oct 10, 2024 at 10:45 AM <info@medivent.ie> wrote:

Hi Sophie,

Please ship with PO 7796 & 7797 if you can.

Can you confirm if the V mount rail clamp is the only item needed to mount the Maxtec MEO2 monitor?

Kind Regards,

Lisa

From: Sophie Lines [mailto:sophie.lines@viamed.co.uk]
Sent: 10 October 2024 10:41
To: info <info@medivent.ie>
Subject: Re: Order 7798 from Medivent Ltd

Hi Lisa,

Thank you for your order 7798. As this order total comes to over €1000, please can you let me know if you would like us to add insurance of €11.50?

Are you happy for us to ship asap, or keep on hold for future orders?

Kind regards

Sophie Lines

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On Thu, Oct 10, 2024 at 10:11 AM Main Account <viamedinbox@gmail.com> wrote:

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

From: **Medivent Ltd** <no-reply@brightsg.com>

Date: Thu, 10 Oct 2024 at 10:07

Subject: Order 7798 from Medivent Ltd

To: <orders@viamed.co.uk>

Hi,

Please ship with outstanding orders. thank you.

Your order number 7798 for €1,043.20 - Please confirm receipt of order.

Please find attached a PDF Copy of your order:

10/10/2024, 14:57

Gmail - RE: Order 7798 from Medivent Ltd

Regards
Lisa Vickers