



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

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**Re: Your order for 1 x MySign O Rechargeable Battery**

1 message

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**Patrick Musto** <patrick.musto@trailmed.co.uk>  
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

18 October 2024 at 12:12

Good day KAte,  
That is a pity, however unless you can suggest an alternative UK supplier or provide the technical specs of the battery, I will have to wait until you can get stock.  
Let me know re the first option or place this on back order.  
Many thanks  
Patrick.

On Fri, 18 Oct 2024 at 08:49, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good morning Patrick,

Thank you for your recent order for the MySign O rechargeable battery through our website. We regret to inform you that there was an error in our stock information, and unfortunately, this item is not currently in stock as indicated.

We sincerely apologise for any confusion this may have caused.

However, we would be happy to place this item on back order for you. **We expect the lead time to be 5-6 weeks approximately.**

Please let us know if you would like to proceed with this option or if there's anything else we can assist you with.

Many thanks.

Kind regards

Kate Griffiths

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

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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.

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