



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

Important Information regarding your Order 92538822

1 message

Sophie Lines <sophie.lines@viamed.co.uk>
To: paul.taylor7@wales.nhs.uk
Bcc: Main Account <viamedinbox@gmail.com>

Fri, Jan 3, 2025 at 9:55 AM

Good morning,

I am emailing you regarding an order you placed with us recently - 92538822.

Unfortunately, we have become aware of an issue with a small number of sensors being labelled/boxed incorrectly, and we have identified your order as being affected by this.

We will therefore be sending you a replacement R-17MED sensor free of charge. There is no need to return the incorrect sensor, however we would ask you to please remove it from service.

If you have any questions or concerns, please do not hesitate to contact us.

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>

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Twitter: twitter.com/ViamedLtd

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