



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

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**RE: SRS Request**

1 message

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**Ashley Davies** <Ashley@thamesmedical.com>  
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

15 January 2025 at 15:40

Hi Kate,

Unfortunately the client has rejected the repair, could we have this returned to us please?

Kind regards

Ashley

**Ashley Davies**  
Office Manager  
T: 01903 522911



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**From:** Kate Griffiths <kate.griffiths@viamed.co.uk>  
**Sent:** Wednesday, January 15, 2025 1:51 PM  
**To:** Ashley Davies <Ashley@thamesmedical.com>  
**Subject:** Re: SRS Request

Good afternoon Ashley,

Just a quick email to ask if you would like the repairs team to proceed?

Many thanks.

Kind regards

Kate Griffiths

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

Email [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)

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On Wed, 13 Nov 2024 at 10:56, Kate Griffiths <[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)> wrote:

Good morning Ashley,

Please see attached quotation relating to your **VM-2500, s/n: 91240138**. (SRS68917)

Please let us know or send in a revised PO if you would like us to proceed.

Many thanks.

Kind regards

Kate Griffiths

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

Email [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)

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On Wed, 13 Nov 2024 at 10:51, Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> wrote:

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

From: **Ashley Davies** <[Ashley@thamesmedical.com](mailto:Ashley@thamesmedical.com)>

Date: Fri, 8 Nov 2024 at 12:24

Subject: RE: SRS Request

To: Sophie Lines <[sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)>

Thank you Sophie,

I have reached out to the client for approval to go ahead.

Could you please update me on the status of SRS68917?

Kind regards

Ashley

**Ashley Davies**  
Office Manager  
T: 01903 522911



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**From:** Sophie Lines <[sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)>

**Sent:** Friday, November 8, 2024 11:53 AM

**To:** [Ashley@thamesmedical.com](mailto:Ashley@thamesmedical.com)

**Subject:** Re: SRS Request

Good morning,

Please find attached your quotation for the screen upgrade on VM-2160 Serial number: 70600141

If you have any questions, please do not hesitate to contact me.

Kind regards

Sophie Lines

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On Wed, Oct 23, 2024 at 1:13 PM Sophie Lines <[sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)> wrote:

Hi Ashley,

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

Please use SRS68936 for your reference for the screen upgrade and return the unit to our usual address:

SRS68936

Viamed Ltd

15 Station Road

Cross Hills

BD20 7DT

We will be in touch with the quotation in due course.

If you require any further information, please let me know.

Kind regards

Sophie Lines

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On Wed, Oct 23, 2024 at 1:05 PM Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> wrote:

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

From: **Ashley Davies** <[Ashley@thamesmedical.com](mailto:Ashley@thamesmedical.com)>

Date: Wed, 23 Oct 2024 at 13:01

Subject: SRS Request

To: Kate Griffiths <[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)>

Good afternoon,

Please may we have an SRS number for a screen upgrade on a VM2160 SN-70600141. Thank you.

Kind regards

Ashley

**Ashley Davies**  
Office Manager  
T: 01903 522911

