



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

Re: Order 8090610533

1 message

Piet <Piet@ijsselmuiden.nu>

5 June 2025 at 16:23

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

Dear Ryan

Thank you for the response, however I did not receive them package yet. Now we are in urgent need of the sensors, we cannot provide nitrox to our customers anymore.

Is there a solution to get the cells quick

Kind regards

Piet IJsselmuiden

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From: Ryan Swaine <ryan.swaine@vandagraph.co.uk>**Sent:** Thursday, May 29, 2025 4:14:50 PM**To:** Piet <Piet@ijsselmuiden.nu>**Subject:** Re: Order 8090610533

Dear Piet

I am very sorry it is taking so long.

I have looked into it and it seems that your parcel is likely to be with customs in the Netherlands and has not yet been handed over to PostNL. Although this is unusual, I am informed that it can take up to 14 days for customs to hand over to PostNL.

Are you in a hurry for your sensor or are you okay to wait until the end of next week to see if it is released from customs?

If it looks like the parcel is missing then we will resend your order with UPS.

For future reference, we are looking towards standardising on UPS for delivery into Europe, as it offers more tracking capabilities and a quicker service.

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 Sun, 25 May 2025 at 09:55, Piet <Piet@ijsselmuiden.nu> wrote:

Dear

I have a question about above mentioned order. The order is shipped, but it seem to stay in the same place, so I am wondering if there is a problem. I hoped the cells were already in my

possession. I kind of need them quick, so I hope you can help me, to see when they arrive at my house

Kind regards

Piet Ijsselmuiden

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