



Michael Lamb <viamed.michael.lamb@gmail.com>

Tek-Ox shipping incomplete?

7 messages

Marcel <marcelmichel@posteo.de>
To: sales@vandagraph.co.uk

16 June 2025 at 23:26

Good evening,

I ordered a Tek-Ox auto switch off with the Quick Ox but the flow diverter wasn't included. Is that normal or is a part missing? Its no possible to attach the blue Quick Ox to the oxygen cell.

Cheers
Marcel

Ryan Swaine <ryan.swaine@vandagraph.co.uk>
Reply-To: ryan.swaine@vandagraph.co.uk
To: Michael Lamb <michael.lamb@vandagraph.co.uk>

17 June 2025 at 09:26

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

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Michael Lamb <michael.lamb@vandagraph.co.uk>
To: Marcel <marcelmichel@posteo.de>
Cc: sales@vandagraph.co.uk
Bcc: viamedinbox@gmail.com

17 June 2025 at 09:49

Good afternoon,

My apologies for this, there was supposed to be a Flow diverter along with the unit. It screws on to the base of the Tek-ox.

I am having this sent out to you ASAP with the customs fees for this being sent to us.

I will send tracking information as soon as i receive it,

I am sorry for the inconvenience this causes.

Kind regards
Michael

Michael Lamb
Vandagraph Ltd.
<http://www.vandagraph.co.uk>
Email michael.lamb@vandagraph.co.uk
Tel: +44 (0)1535 634900

Company registered in England, No. 02332105.

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Michael Lamb <michael.lamb@vandagraph.co.uk>

17 June 2025 at 09:54

To: Marcel <marcelmichel@posteo.de>

Bcc: viamedinbox@gmail.com

My apologies,

I forgot to ask if you can you provide me with your order number so I can find the previous order

Kind regards
Michael

Michael Lamb
Vandagraph Ltd.
<http://www.vandagraph.co.uk>
Email michael.lamb@vandagraph.co.uk
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Marcel <marcelmichel@posteo.de>

17 June 2025 at 10:09

To: Michael Lamb <michael.lamb@vandagraph.co.uk>

Hello Michael,

and thanks for your message. I have ordered this one at Gidivestore. Just wanted to ask the manufacturer to get the right information. Can you still help me on that or shall I ask Gidivestore?

Cheers
Marcel

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Michael Lamb <michael.lamb@vandagraph.co.uk>

17 June 2025 at 15:51

To: Marcel <marcelmichel@posteo.de>

Bcc: viamedinbox@gmail.com

we can supply you with the flow divertor it's no issue,

we would just require a delivery address, phone number and email address, so if you can supply me with the required information I will have the flow divertor sent out to you asap

Kind regards
Michael

Michael Lamb
Vandagraph Ltd.
<http://www.vandagraph.co.uk>
Email michael.lamb@vandagraph.co.uk
Tel: +44 (0)1535 634900

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Marcel <marcelmichel@posteo.de>
To: Michael Lamb <michael.lamb@vandagraph.co.uk>

17 June 2025 at 16:38

Please ship it to:

Marcel Michel
[Im Amselfeld 7](#)
[61231 Bad Nauheim](#)
[Germany](#)
[+4915785563497](#)
marcelmichel@posteo.de

Awesome service!! Thanks a lot and a very good evening Sir!

Cheers

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