



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

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**Re: New customer message on 24 June 2025 at 13:20**

1 message

**Claire Wheeler** <claire.wheeler@questmedical.biz>

25 June 2025 at 15:55

To: Kate Griffiths &lt;kate.griffiths@viamed.co.uk&gt;

Hi Kate,

Thank you for your help, I really appreciate it.

Many thanks,  
Claire

QUEST MEDICAL (UK) LTD

Claire Wheeler

Assistant Contracts Manager/ Logistics Administrator

Tel: 07512320846

[Claire.wheeler@questmedical.biz](mailto:Claire.wheeler@questmedical.biz)

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**From:** Kate Griffiths <[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)>**Sent:** 25 June 2025 15:25**To:** Claire Wheeler <[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)>**Subject:** Re: New customer message on 24 June 2025 at 13:20

Hi Claire, our emails are crossing! I will reply again very soon with the order confirmation.

Kind regards

Kate Griffiths

<http://www.viamed.co.uk>Email [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

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On Wed, 25 Jun 2025 at 15:23, Claire Wheeler <[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)> wrote:

Hi Kate,

Yes please we need it in Heyford, Bicester, sorry.

Thanks,  
Claire

QUEST MEDICAL (UK) LTD

Claire Wheeler

Assistant Contracts Manager/ Logistics Administrator

Tel: 07512320846

[Claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)



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

**Sent:** 25 June 2025 15:16

**To:** Claire Wheeler <[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)>

**Subject:** Re: New customer message on 24 June 2025 at 13:20

Hi Claire, please accept my apologies, I have used the Brentwood address. Do you need us to send another one out tomorrow to Upper Heyford?

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, 25 Jun 2025 at 15:13, Kate Griffiths <[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)> wrote:

Hi Claire,

The delivery address I used, and checked with you is as follows:

Quest Medical UK Ltd  
Nuttys Farm  
Childerditch Lane  
West Horndon  
Brentwood  
CM13 3EH

Kind regards

Kate Griffiths

<http://www.viamed.co.uk>  
Email [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)  
Tel: +44 (0)1535 634542  
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On Wed, 25 Jun 2025 at 15:11, Claire Wheeler <[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)> wrote:

Hi Kate,

I have just had the UPS tracking details sent to me and the delivery address is Essex (our head office) and not Upper Heyford in Bicester.

Would you be able to check I will receive this at Bicester tomorrow please.

Many thanks,  
Claire

QUEST MEDICAL (UK) LTD

Claire Wheeler

Assistant Contracts Manager/ Logistics Administrator

Tel: 07512320846

[Claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)



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

**Sent:** 24 June 2025 15:49

**To:** Claire Wheeler <[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)>

**Subject:** Re: New customer message on 24 June 2025 at 13:20

Thank you Claire, I will ask the warehouse team to ship it tomorrow, for delivery on Thursday. Are these addresses ok:

**Delivery Address**

Quest Medical UK Ltd  
Building 3019  
Heyford Park  
Upper Heyford  
OX25 5HD

**Invoice Address**

Quest Medical UK Ltd  
Nuttys Farm  
Childerditch Lane  
West Horndon  
Brentwood  
CM13 3EH

Kind regards

Kate Griffiths

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

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

Tel: +44 (0)1535 634542

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On Tue, 24 Jun 2025 at 15:42, Claire Wheeler <[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)> wrote:

Hi Kate,

Yes please the other one will be fine.

When can I receive this please?

Thanks,  
Claire

QUEST MEDICAL (UK) LTD

Claire Wheeler

Assistant Contracts Manager/ Logistics Administrator

Tel: 07512320846

[Claire.wheeler@questmedical.biz](mailto:Claire.wheeler@questmedical.biz)



---

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

**Sent:** 24 June 2025 14:19

**To:** Claire Wheeler <[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)>

**Subject:** Re: New customer message on 24 June 2025 at 13:20

Sorry Claire, I have just noticed that we have **no stock** of that version of V Mount, only the Viamed one. I must have looked at the stock of the Viamed one twice in error.

Please accept my apologies. Shall I use the Viamed one on your order?

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 Tue, 24 Jun 2025 at 14:06, Claire Wheeler <[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)> wrote:

Hi Kate,

We have an account: Quest Medical Ltd.

Could I please order the Maxtec version, part number 0121195, including delivery.

Do you think we can receive it this week.

Our PO:A0030673

Ref: MR86

Many thanks,  
Claire

QUEST MEDICAL (UK) LTD

Claire Wheeler

Assistant Contracts Manager/ Logistics Administrator

Tel: 07512320846

[Claire.wheeler@questmedical.biz](mailto:Claire.wheeler@questmedical.biz)



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

**Sent:** 24 June 2025 13:48

**To:** Claire Wheeler <[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)>

**Subject:** Re: New customer message on 24 June 2025 at 13:20

Thank you Claire,

That is part number 0212280 - V wall mount. The Viamed version costs £14.30, plus £8 carriage, plus VAT. It is currently in stock.

Alternatively, we can supply part number 0121195, which is the Maxtec version R205P86 at £28.50 each, plus £8 carriage, plus VAT. It is currently in stock.

Kind regards

Kate Griffiths

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

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

Tel: +44 (0)1535 634542

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On Tue, 24 Jun 2025 at 13:35, Claire Wheeler <[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)> wrote:

Hi Kate,

Please find picture below.



Thanks,  
Claire

QUEST MEDICAL (UK) LTD

Claire Wheeler

Assistant Contracts Manager/ Logistics Administrator

Tel: 07512320846

[Claire.wheeler@questmedical.biz](mailto:Claire.wheeler@questmedical.biz)



---

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

**Sent:** 24 June 2025 13:32

**To:** Claire Wheeler <[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)>

**Subject:** Re: New customer message on 24 June 2025 at 13:20

Good afternoon Claire,

Thank you for your enquiry.

Please could I ask which Maxtec analyser you require the bracket for?

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 Tue, 24 Jun 2025 at 13:27, Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> wrote:

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

From: **Viamed Ltd (Shopify)** <[mailer@shopify.com](mailto:mailer@shopify.com)>

Date: Tue, 24 Jun 2025 at 13:20

Subject: New customer message on 24 June 2025 at 13:20

To: <[orders@viamed.online](mailto:orders@viamed.online)>

You received a new message from your online store's contact form.

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**Country Code:**

GB

**Name:**

Claire Wheeler

**Email:**

[claire.wheeler@questmedical.biz](mailto:claire.wheeler@questmedical.biz)

**Phone Number:**

07512320846

**Message:**

Hello,

I'm after a Maxtec analyser bracket, for delivery by the end of this month, if at all possible?

Many thanks,  
Claire