



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

Re: Order for Solitude Gaia

1 message

Andrew Lok <andrew@solitude.world>

9 September 2025 at 03:19

To: ryan.swaine@vandagraph.co.uk

Cc: Cruise Director Solitude Gaia <cruise.director@solitude-gaia.com>, Jordan Malsol <mtellach@gmail.com>, Yvonne Ueda <yvonneueda@gmail.com>

Hi Ryan
In that case, please send it to the following address
1005 Teresa Ville, Lower Delta Road #23-02 Singapore 099309
Attn: Andrew Lok
Mobile Number is +65 94238994
Cheers!
Andrew

Andrew Lok
Managing Director

Solitude World Pte Ltd (STB-TA03389)
Solitude Liveboards & Resorts
Palau • Indonesia • Philippines

www.solitude.world - emailus@solitude.world
For booking and availability enquiries - +65 82434548 (WhatsApp Only)

On Mon, 8 Sept 2025 at 19:33, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Andrew

It seems that UPS does not operate a service to Palau from the UK.
Are you able to organise the transport or do you have another courier account that can be used?

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 Mon, 8 Sept 2025 at 12:15, Andrew Lok <andrew@solitude.world> wrote:

Hi Ryan

This will be the address to use
521 Meda Loop
Medalaih, Koror
Republic of Palau
96940

Cheers!

Andrew Lok
Managing Director

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On Sat, 6 Sept 2025 at 10:17, Andrew Lok <andrew@solitude.world> wrote:

Thanks Ryan

Definitely not Airmail as my experience was a lost parcel even with a paid registered airmailsending from Singapore.

[@Yvonne Ueda](#) [@Jordan Malsol](#) may we have a physical address or even the UPS address that you can pick up from?

Cheers

Andrew Lok
www.solitude.world
Sent from my Mobile Device. Please excuse the brevity.

On Fri, 5 Sept 2025, 21:21 Ryan Swaine, <ryan.swaine@vandagraph.co.uk> wrote:

Hi Andrew

I'm currently looking into transport options for Palau.

Sending by Airmail would cost £42 (GBP), provided we can keep the weight under 2kg, which I believe we can. However, the delivery time could be between 1 and 2 months.

The alternative is UPS, but they require a physical address and will not deliver to a PO box. If you would like me to explore this option, please could you provide a physical delivery address?

Alternatively, we can prepare the goods for transport and you can arrange collection, or share your courier account details if you have a preferred service.

I'll await your reply.

Kind 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 Fri, 5 Sept 2025 at 11:55, Andrew Lok <andrew@solitude.world> wrote:

Hi Ryan

You can bill to
Solitude Gaia v/o Solitude World Pte Ltd.
[3 Heng Mui Keng Terrace Singapore 119605](#)
Cheers

Andrew Lok
www.solitude.world
Sent from my Mobile Device. Please excuse the brevity.

On Fri, 5 Sept 2025, 18:41 Ryan Swaine, <ryan.swaine@vandagraph.co.uk> wrote:

Hi Andrew

Thank you very much.

Please can you supply a physical billing address for your company and I can get you set up on our system.

The TEK-OX is supplied with the Quick-OX, so there is no need to add Din Kits or more Quick-Ox.

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 Fri, 5 Sept 2025 at 06:03, Andrew Lok <andrew@solitude.world> wrote:

Hi Ryan

That's Great! Let me place an order now immediately for our Liveaboard in Palau

Attn: Vincenzo Sardellitti or Jordan Malsol

Address: P.O Box 521, Koror, Palau 96940

Tel: +680 7753593 or +680 778 3021

Model: 7910201 TEK-OX Oxygen Analyser (inc. Sensor/Quick-Ox/Dry Box) - Auto switch-off
Qty: 3

Question: does the 7910201 comes with the Quick-Ox or DIN-Kit Sampling Device?
9730210 Quick-Ox Sampling device (for use with VN202, TEK-OX, AD300, MD300)
9730215 DIN KIT Sampling device (for use with VN202, TEK-OX, AD300, MD300)

If not, please add 2 of each for me into the order

please send me the invoice and I will make the payment transfer via wise.com

Cheers!

Andrew

Andrew Lok

Managing Director

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On Thu, 4 Sept 2025 at 18:27, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

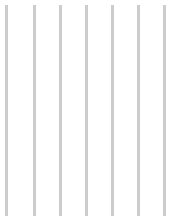
Hi Andrew

Thank you for your email.

I am pleased to inform you that our prices have not changed from last year.

Kind regards

Ryan



Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
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