



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Re: New PO 65293

1 message

Rae Cheung <rcheung@bensonmedical.ca>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

16 October 2025 at 15:57

Yes Kate, we don't need that back anymore.

Thank you.

Rae Cheung
Tel: 800-563-3859



On Thu, Oct 16, 2025 at 8:48 AM Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:
Hi, just to clarify, do you need us to dispose of the device to be repaired?

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

<http://www.viamed.co.uk>
Email kate.griffiths@viamed.co.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582

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17th – 20th November, Düsseldorf
UK Pavilion – Hall 16, Stand H03-1

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On Thu, 16 Oct 2025 at 13:41, Rae Cheung <rcheung@bensonmedical.ca> wrote:
Hi Kate,

Can disregard the repair request as client declined the price already.

Thank you.

Rae Cheung
Tel: 800-563-3859



On Thu, Oct 16, 2025 at 3:30 AM Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:
Good morning Rae,

Thank you for your email.

Do you have a copy of the repair PO 65287 please?

I can't seem to find it in previous emails, though I can see it mentioned.

Many thanks.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

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On Wed, 15 Oct 2025 at 19:38, Rae Cheung <rcheung@bensonmedical.ca> wrote:

Hi Kate,

Thanks to update attached PO again & please do ship complete.

Thank you.

Rae Cheung
Tel: 800-563-3859



On Fri, Oct 3, 2025 at 8:12 AM Ryan Swaine <ryan.swaine@viamed.co.uk> wrote:

Dear Rae

Thank you for your message.

Unfortunately, we are unable to offer a discount on the repair cost. Our margins on distributor pricing are very limited, particularly for repairs.

I'm sorry we couldn't be more helpful on this occasion. Please let us know how you wish to proceed.

Kind regards
Ryan

Ryan Swaine
International Sales Manager
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----- Forwarded message -----

From: **Rae Cheung** <rcheung@bensonmedical.ca>
Date: Thu, 2 Oct 2025 at 19:52
Subject: Re: New PO 65293 + repair PO#65287
To: Kate Griffiths <kate.griffiths@viamed.co.uk>, BMI Service <service@bensonmedical.ca>

H Kate,

As you may know already our client doesn't want to repair now so we need to cover all cost.

Any chance to offer a better repair price to us so that we can take it back as our demo unit please?

Appreciate your review & support.

Thank you.

Rae Cheung

Tel: 800-563-3859



On Wed, Sep 10, 2025 at 7:05 AM Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good afternoon,

Just a quick email to say that upon receipt of an email to say you accept the quotation QVM158729, the repairs team would proceed.

Many thanks.

Kind regards

Kate Griffiths

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

Email kate.griffiths@viamed.co.uk

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On Fri, 29 Aug 2025 at 13:07, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good afternoon,

Please see attached quotation relating to your VM2500-S, S/N: A1906160003.

Upon receipt of a PO or email to let us know you accept, the repairs team would proceed.

Kind regards

Kate Griffiths

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

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On Tue, 19 Aug 2025 at 20:02, Rae Cheung <rcheung@bensonmedical.ca> wrote:

Hi Kate,

Do you know the repair lead time yet?

As our service team seems still waiting for the repair cost etc. for notifying the client.

Thank you.

Rae Cheung

Tel: 800-563-3859



On Thu, Aug 7, 2025 at 9:40 AM Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Hi Rae,

I am afraid I do not have that information yet as the device was received on Tuesday. Until the unit has been assessed fully we are unable to say how long the repair will take. I hope to be able to give you a clearer answer tomorrow.

If you decide later to have your new order shipped separately, please let me know.

Kind regards

Kate Griffiths

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

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On Thu, 7 Aug 2025 at 14:25, Rae Cheung <rcheung@bensonmedical.ca> wrote:

Thanks Kate!

Do you know when the repair will be done?

Thank you.

Rae Cheung
Tel: 800-563-3859



On Thu, Aug 7, 2025 at 7:25 AM Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good afternoon Rae,

Thank you for your order.

I have made a note to ship it with your repair.

Please see order confirmation attached.

Kind regards

Kate Griffiths

<http://www.viamed.co.uk>
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On Thu, 7 Aug 2025 at 08:19, Main Account <viamedinbox@gmail.com> wrote:

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From: **Rae Cheung** <rcheung@bensonmedical.ca>

Date: Wed, 6 Aug 2025 at 20:17

Subject: New PO 65293 + repair PO#65287

To: <orders@viamed.co.uk>

Hello,

Would you please ship out this new PO#65293 together with our repair PO#65287 when available? Appreciate your help to combine both orders.

Thank you.

Rae Cheung
Tel: 800-563-3859

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