



Katie Evans &lt;viamed.katie.evans@gmail.com&gt;

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**Fwd: Angry customer - complaint**

4 messages

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**Daniel Lear** <daniel@humanmeduk.com>  
To: Katie Evans <katie.evans@viamed.co.uk>

10 May 2017 at 13:19

Hi Katie,

I'm not sure why this invoice has been sent out. I thought we sorted out the problems with the Harley street and Phi clinic.

Kind regards  
Daniel Lear  
Area sales manager  
07496479083

Human Med UK

Begin forwarded message:

**From:** manager <[manager@harleystreetskinclinic.com](mailto:manager@harleystreetskinclinic.com)>  
**Date:** 10 May 2017 at 12:58:55 BST  
**To:** Daniel Lear <[daniel@humanmeduk.com](mailto:daniel@humanmeduk.com)>, "[sales@humanmeduk.com](mailto:sales@humanmeduk.com)" <[sales@humanmeduk.com](mailto:sales@humanmeduk.com)>  
**Cc:** "MORGAN, Ian (THE ROYAL WOLVERHAMPTON NHS TRUST)" <[ianmorgan1@nhs.net](mailto:ianmorgan1@nhs.net)>  
**Subject:** Angry customer - complaint

To whom it may concern

You have just sent me an invoice for the call out I arranged to our BodyJet machine

When I booked this I asked for a one off call out and was quoted £1000

You have sent me an invoice for £4400

Over 4 times the quote!

If I was to do this to one of my patients quite rightly they would not be happy

You cannot quote one cost and then change to suit, this is unethical and a rip off

I require an amended invoice with immediate effect

Kind regards,

Davina Saunders

**Harley Street Skin**  
CLINIC

16 Bell Street

Reigate

Surrey

RH2 7BG

T: 01737 247246

E-mail: [manager@harleystreetskinclinic.com](mailto:manager@harleystreetskinclinic.com)

Website: [www.harleystreetskinclinicsurrey.co.uk](http://www.harleystreetskinclinicsurrey.co.uk)

This message has been scanned for malware.

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**Katie Evans** <[Katie.Evans@viamed.co.uk](mailto:Katie.Evans@viamed.co.uk)>  
To: Daniel Lear <[daniel@humanmeduk.com](mailto:daniel@humanmeduk.com)>

10 May 2017 at 13:25

Hi Dan,

From your previous email, "Harley street skin – Reigate need to be charged for an annual service (112074). I see I got the part number mixed up below so I apologies for this. " I invoiced for the part number you gave me which has a set price of £3700. I cannot find mention of £1000 or a quotation for it.

I will of course credit this invoice and re-invoice for £1000 excluding VAT, please can you confirm that this is the correct pricing?

Please do not hesitate to contact me if I can be of assistance.

Kind regards

Katie Evans  
Office Team Leader  
<http://www.viamed.co.uk>  
Email: [katie.evans@viamed.co.uk](mailto:katie.evans@viamed.co.uk)  
Alternate email: [katie.evans@viamed.me.uk](mailto:katie.evans@viamed.me.uk)  
Tel: +44 (0)1535 634542  
Fax: +44 (0)1535 635582

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**Daniel Lear** <daniel@humanmeduk.com>  
To: Katie Evans <Katie.Evans@viamed.co.uk>

10 May 2017 at 14:04

Hi Katie,

This is what I got sent for part numbers for service contracts and annual service. Can you please check this is correct and prices are £3700 and around £1000

Kind regards  
Daniel Lear  
Area sales manager  
07496479083

Human Med UK

[Quoted text hidden]

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**Katie Evans** <Katie.Evans@viamed.co.uk>  
To: Daniel Lear <daniel@humanmeduk.com>

10 May 2017 at 14:12

Dan,

We have both parts as £3700, we've removed the pricing entirely from service charge as we have now been asked to charge a variety of prices. This will force us to check with you and Tom for the quoted price ensuring this doesn't happen again

Please do not hesitate to contact me if I can be of assistance.

Kind regards

Katie Evans  
Office Team Leader  
<http://www.viamed.co.uk>  
Email: [katie.evans@viamed.co.uk](mailto:katie.evans@viamed.co.uk)  
Alternate email: [katie.evans@viamed.me.uk](mailto:katie.evans@viamed.me.uk)  
Tel: +44 (0)1535 634542  
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