



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

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**Fwd: Viamed Order VIAWEB1245 Tracking 1Z9W96386876703235**

1 message

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**Main Account** <viamedinbox@gmail.com>

22 October 2025 at 12:24

To: Kate Griffiths &lt;kate.griffiths@vmsecure.me.uk&gt;, Cathy Green &lt;cathy.green@vmsecure.me.uk&gt;

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

From: **Quality** <deptq@hugotechnology.co.uk>

Date: Wed, 22 Oct 2025 at 12:18

Subject: RE: Viamed Order VIAWEB1245 Tracking 1Z9W96386876703235

To: Viamed Deliveries &lt;deliveries@viamed.co.uk&gt;

Cc: Quality &lt;deptq@hugotechnology.co.uk&gt;

Hi Aqib Majeed,

Hope everything is going well.

For this order, we received it last Friday, and we sent to bench yesterday. But we found the item we received is mismatched with its label on packaging.

Long story short, we ordered a MAX-250E, but the actual product we received is a MAX-550E.

As our bench engineer found it out after they opened the package, what should we do next?

Return for refund, and place a new order? Or return for a replacement?

Attached are the photos for your reference.

Please advise.

Thank you.

Kind regards,

**Louis Tsang**

*Senior Systems & Compliance Officer*



## Hugo Technology Ltd

**Address:** Stoke Heath Works, Hanbury Road, Bromsgrove, Worcestershire, B60 4LT

**Email:** [louist@hugotechnology.co.uk](mailto:louist@hugotechnology.co.uk) | **Website:** [www.hugotechnology.co.uk](http://www.hugotechnology.co.uk)

**Tel:** 0844 800 8450 ext 214 | **Mob:** 07311 119353



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**From:** Viamed Deliveries <[deliveries@viamed.co.uk](mailto:deliveries@viamed.co.uk)>

**Sent:** 16 October 2025 15:25

**To:** Quality <[deptq@hugotechnology.co.uk](mailto:deptq@hugotechnology.co.uk)>

**Subject:** Viamed Order VIAWEB1245 Tracking 1Z9W96386876703235

Dear System And Compliance Dept,

I am writing to inform you that your order, VIAWEB1245 has been dispatched. You can track your order on the UPS website, **www.ups.com**, with the following tracking number 1Z9W96386876703235.

Please see attached delivery note, DVM159610-1

Kind Regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

Email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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Check out our product portfolio at:

[www.viamed.co.uk/productportfolio](http://www.viamed.co.uk/productportfolio)

Meet us at MEDICA 2025:

17th – 20th November, Düsseldorf

UK Pavilion – Hall 16, Stand H03-1

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**4 attachments**

**WhatsApp Image 2025-10-22 at 12.11.27.jpeg**  
161K



**WhatsApp Image 2025-10-22 at 12.11.34.jpeg**  
155K



**WhatsApp Image 2025-10-22 at 12.11.31.jpeg**  
193K



**WhatsApp Image 2025-10-22 at 12.11.27.jpeg**  
284K