

From: Mark Wilkins <mark.wilkins@hc21.group>
Sent: 16 October 2025 11:31
To: Deirdre Evans <Deirdre.Evans@HC21.group>
Cc: Mark Charles <Mark.Charles@HC21.group>; David Arnold <david.arnold@HC21.group>
Subject: Incorrectly labelled Products

Hi Deirdre

We received a delivery from Viamed on PO 70004698, but it seems they have incorrectly labelled one of their products.

We received 10 x 0110429 Max-250E but as you can see from the pictures, the front label says Max-250E but the back label and the product itself say Max-550E.

Due to the different labelling on the front and back of the pack, I did have to open one to check the product inside which confirmed this was indeed the incorrect product.

The 5 x 0110454 Max-550E we received are correct.

Could you look into this please?

I will hold off any booking in on both products until I hear more.

Regards

Mark Wilkins
Warehouse Operative

HC21