



Main Account &lt;viamedinbox@gmail.com&gt;

---

**Re: VANWEB2848**

1 message

**Eduardo** <eduardoferrer76@gmail.com>  
To: Kate Griffiths <kate.griffiths@vandagraph.co.uk>

19 January 2026 at 09:22

Dear Kate,

Thank you very much for your message and for letting me know about the earlier availability — I truly appreciate your attention and willingness to help.

Since I was initially advised of a 1–2 week lead time, I decided to look for another distributor and, fortunately, the item has already been shipped to me. For that reason, I would kindly ask to proceed with the cancellation of my order.

I appreciate your understanding and the excellent customer service you have provided throughout the process. I will certainly keep Vandagraph in mind for future needs.

Kind regards,

Eduardo

On Jan 19, 2026, at 4:14 AM, Kate Griffiths <[kate.griffiths@vandagraph.co.uk](mailto:kate.griffiths@vandagraph.co.uk)> wrote:

Good morning Eduardo,

Thank you for your email.

I will cancel your order, but I just wanted to mention that the stock is available quicker than expected and **we can ship your order today if that helps?**

Kind regards

Kate Griffiths  
Vandagraph Ltd.