



**Sophie.Lines** 2:00 PM

Hi Helen - a customer had ordered 4x MAX-550E sensors and 4x MAXO2 ME Cables - we are short by just 1x cable. I told them it would be approx 4 weeks, or alternatively offered to part ship if they agreed to pay carriage on the remaining cable when it arrives and they have responded and said yes to part shipping but no to the carriage charge 🙅 any ideas?

Clipboard - February 3, 2026 2:00 PM.png (37.00 kB)



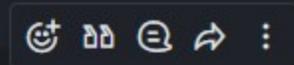
**Helen.lamb** Admin 2:02 PM

is it a hospital



**Sophie.Lines** 2:02 PM

Yes new royal infirmary edinburgh x



**Helen.lamb** Admin 2:03 PM

then yes let them have it make a not on the order that i ok'd it and to not add it



**Sophie.Lines** 2:20 PM

Thank you x