



Sophie Lines <viamed.sophie.lines@gmail.com>

Re: New customer message on 5 February 2026 at 13:25

1 message

Sophie Lines <sophie.lines@viamed.co.uk>
To: anna.carlin@mwiah.se
Bcc: Main Account <viamedinbox@gmail.com>

Thu, Feb 5, 2026 at 1:49 PM

Hi Anna,

I have asked someone from IT to look into this for you - I will get back to you shortly. You may wish to try emailing your order to viamed.sophie.lines@gmail.com and see if this works?

Kind regards

Sophie Lines
Office Administrator
Viamed Ltd.

<http://www.viamed.co.uk>
Email: sophie.lines@viamed.co.uk
Tel: 44 (0)1535 634 542
Fax: 44 (0)1535 635 582

Please note: My working days are Tuesday-Friday

Check out our product portfolio at:
www.viamed.co.uk/productportfolio

Twitter: twitter.com/ViamedLtd
Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

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If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call 44 (0)1535 634542

On Thu, Feb 5, 2026 at 1:29 PM Main Account <viamedinbox@gmail.com> wrote:

----- Forwarded message -----
From: **Viamed Ltd (Shopify)** <mailer@shopify.com>
Date: Thu, 5 Feb 2026 at 13:26
Subject: New customer message on 5 February 2026 at 13:25
To: <orders@viamed.online>

You received a new message from your online store's contact form.

Country Code:
SE

Name:

Anna Carlin

Email:

anna.carlin@mwiah.se

Phone Number:

04641625823

Message:

Hi Sophie,

I saw your email to me. We have had this problem once before with the same error code and it turned out not to be because of us but because of the supplier. That the supplier had some kind of firewall or something like that so that we ended up in their spam mail. Can you please check if that is the problem?

The order number is 458865. I am sorry to say that I do not know how I can send the order to you.

Best Regards,
Anna Carlin (Swevet AB)