



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Re: Inquiry on Testing Tool Calibration Services and Shipping Process

1 message

Respicare Imports <imports@respicare.ph>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>
Cc: DCRM Respicare <dcrm@respicare.ph>

18 March 2026 at 05:33

Dear Ms. Kate,

Good day,

Well noted on this Proforma Invoice and we will arrange our payment accordingly.

Regarding the shipping details, you may include "UPS account 96163R, Expedited Service Level Only" on the proforma invoice, the shipping invoice, and the delivery note.

Thank you.

Best Regards,

Ms. Ladee Villacorta
Importation Department
Respicare Enterprises, Inc.
23 Fisheries St., Narciso 2, Brgy. Vasra,
Quezon City 1128 Philippines
Mon-Fri 8am-5pm (PST)

****Upcoming Public Holidays:**

~Mar. 20, 2026: In Observance of Eid'l Fitr

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On Wed, Mar 18, 2026 at 9:01 AM DCRM Respicare <dcrm@respicare.ph> wrote:

Dear Ma'am Ladee,

Kindly see the forwarded email from Viamed.

Thank you.

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

From: **Kate Griffiths** <kate.griffiths@viamed.co.uk>
Date: Tue, Mar 17, 2026 at 4:53 PM
Subject: Re: Inquiry on Testing Tool Calibration Services and Shipping Process
To: DCRM Respicare <dcrm@respicare.ph>

Good morning,

Please see attached proforma invoice relating to the service and functional check of your V1000, S/N:PR02894A12. Upon receipt of payment, the service team would proceed.

Would you like me to add your UPS account 96163R Expedited Service Level Only to the proforma invoice?

Many thanks.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

<http://www.viamed.co.uk>
Email kate.griffiths@viamed.co.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582

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On Thu, 29 Jan 2026 at 08:13, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good morning,

Thank you for letting me know. As soon as the service team has assessed your device, we will issue a proforma invoice.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

<http://www.viamed.co.uk>
Email kate.griffiths@viamed.co.uk
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On Tue, 6 Jan 2026 at 12:00, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good afternoon,

Thank you for your email.

The returns reference number you need is **SRS69325**. Please could this reference number be mentioned on any paperwork you include.

The address to send the device to is as follows, we advise you to use a tracked service.

Viamed Ltd
SRS69325
15 Station Road
Cross Hills
Keighley
West Yorkshire
BD20 7DT
UK

Upon receipt of the device, the service team will take a look and we will then email you a proforma invoice. We would not proceed until payment has been received.

Many thanks.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

<http://www.viamed.co.uk>
Email kate.griffiths@viamed.co.uk
Tel: +44 (0)1535 634542
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On Tue, 6 Jan 2026 at 01:30, DCRM Respicare <dcrm@respicare.ph> wrote:

Good day Ms. Kate,

Thank you for your prompt response and for confirming that you provide calibration services for the V1000.

Yes, we would like to proceed with sending the device with serial number PR02894A12. Kindly issue us a return reference number to be quoted on all related paperwork.

We will also include a Certificate of Decontamination together with the shipment.

For your reference, please see our updated **Ship-To Address** details below:

RESPICARE ENTERPRISES, INC.
23 FISHERIES ST., NARCISO 2,

**BRGY. VASRA, QUEZON CITY 1128
PHILIPPINES**

Please let us know once the return reference number is available, as well as any additional shipping instructions we need to follow.

Thank you and we look forward to your guidance on the next steps.

On Mon, Jan 5, 2026 at 1:38 PM Respicare Imports <imports@respicare.ph> wrote:

Hi,

Forwarding email for your reference.

Thank you.

Best Regards,

Ms. Ladee Villacorta

Importation Department

Respicare Enterprises, Inc.

[23 Fisheries St.](#), Narciso 2, Brgy. Vasra,

Quezon City 1128 Philippines

Mon-Fri 8am-5pm (PST)

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

From: **Kate Griffiths** <kate.griffiths@viamed.co.uk>

Date: Fri, Dec 19, 2025 at 4:38 PM

Subject: Re: Inquiry on Testing Tool Calibration Services and Shipping Process

To: Respicare Imports <imports@respicare.ph>

Good morning Cristine,

Thank you for your enquiry.

We do provide a calibration service for the V1000.

If you would like to send us the device, (serial number PR02894A12?) I would issue you with a returns reference number to quote on any paperwork. We would also ask for a certificate of decontamination. (This can just be something stating whether the item **has or has not been fully decontaminated**, that would be acceptable).

The price is \$63.40, plus return carriage. There would be a cost for any parts that may need to be replaced/repared.

Upon receipt of the device, we would issue a proforma invoice and not proceed until payment is received.

Please let me know if you require a returns reference number.

Many thanks.

Kind regards

Kate Griffiths

Office Administrator

Viamed Ltd.

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

Email kate.griffiths@viamed.co.uk

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On Fri, 19 Dec 2025 at 08:23, Main Account <viamedinbox@gmail.com> wrote:

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

From: **DCRM Respicare** <dcrm@respicare.ph>
Date: Fri, 19 Dec 2025 at 07:25
Subject: Inquiry on Testing Tool Calibration Services and Shipping Process
To: <info@viamed.co.uk>

Good day,

We would like to inquire if your company provides calibration services for the testing tool Viamed V1000 Foetal Heart Simulator .

In addition, we would appreciate it if you could kindly advise us on the process for sending the testing tool to your facility for calibration, including any requirements, procedures, or documents needed.

Thank you very much, and we look forward to your response.

Best Regards,

Cristine B. Bañas
Service Department - Secretary
Respicare Enterprises, Inc.
Cel #: 0927-300-8941
Mon-Fri 8am-5pm