



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

Re: Vandagraph Order 05112539ML2 Tracking 1Z8W47826848183422

1 message

Ryan Swaine <ryan.swaine@vandagraph.co.uk>
Reply-To: ryan.swaine@vandagraph.co.uk
To: Kate Griffiths <kate.griffiths@vandagraph.co.uk>

15 April 2026 at 15:13

Hi Kate

Please can you add an order for 1x R-17VAN sensor to go out as soon as possible, no need for a proforma invoice in this case. Please charge for the sensor, but send carriage FOC.

I will reply to the client.

Thank you, Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Wed, 15 Apr 2026 at 14:44, Kate Griffiths <kate.griffiths@vandagraph.co.uk> wrote:

Hi Ryan,

Please would you look at this email.

Customer asked: *We need to replace the Sensor of TEK-OX (Sensor R17VAN ?) Would you mind sending customer DELWAG 05112539ML*

I went with re-issuing 05112539ML, but he needed R-17 VAN. (x1)

Please could you advise me?

Thank you.

Kind regards

Kate Griffiths
Vandagraph Ltd.
<http://www.vandagraph.co.uk>
Email kate.griffiths@vandagraph.co.uk
Tel: +44 (0)1535 634900

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

From: **Delwag** <info@delwag.ch>
Date: Wed, 15 Apr 2026 at 14:33
Subject: Re: Vandagraph Order 05112539ML2 Tracking 1Z8W47826848183422
To: Kate Griffiths <kate.griffiths@vandagraph.co.uk>

Hello Mrs. Kate

thank you for your shipment.

Unfortunately, we have a VERY BIG MISUNDERSTAND !

Please find enclosed our email from 7th April 2026, ordering

1 Sensort R17VAN for Tek-Ox

We are receiving sensor R-33S1. Unfortunately, our person open the bag , already! see picture and He realised that the Sensor does not belong to TEK-OX but to Mixcheck Helium Oxigen !

It is true that on your proforma you mentioned the sensor R-33S1 regardless our ordered R17VAN and we prepay the amount relying on your good service!

What can we do now? We need Sensor R17VAN very urgently.

Looking forward to hearing from you soonest

Have a nice afternoon

B.Rgds

gianni

Il 10.04.2026 16:21, Kate Griffiths ha scritto:

Dear Gianni,

I am writing to inform you that your order, 05112539ML2 has been dispatched.

You can track your order on the UPS website, www.ups.com, with the following tracking number 1Z8W47826848183422.

Please see attached delivery note, DAN162813-1 and Invoice RAN162813-1.

Kind regards,

Kate Griffiths
Vandagraph Ltd.
<http://www.vandagraph.co.uk>
Email kate.griffiths@vandagraph.co.uk
Tel: +44 (0)1535 634900