



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

Re: 1Z9W96380440084654// MASTERMED EQUIPMENT TRADING LLC

1 message

Kate Griffiths <kate.griffiths@viamed.co.uk>
To: Mastermed Equipment Trading LLC <mastermd@emirates.net.ae>
Bcc: Main Account <viamedinbox@gmail.com>

23 April 2026 at 12:02

Hi Sreenith, I think our emails crossed, so here is what I said in my last email just in case...

Our accounts director has decided that you do not need to pay anything for proforma invoice MVM162098 as we are removing \$120 of goods from the parcel. I will ask the warehouse to proceed.

This will involve repacking your parcel and updating paperwork, **so it will more than likely be next week when your parcel is shipped.**

I will send the updated invoice as soon as I have it (for the goods)

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

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

Twitter: twitter.com/ViamedLtd
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Company registered in England, No. 01291765.

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On Thu, 23 Apr 2026 at 11:54, Mastermed Equipment Trading LLC <mastermd@emirates.net.ae> wrote:

Dear kate ,

Can you please Share amended invoice copy & packing list. So we can start applying for MOH permit.

Regards

Sreenith PV
0526522925
Mastermed Equipment Trading LLC .

On 23/04/26 02:49 PM, **Kate Griffiths** <kate.griffiths@viamed.co.uk> wrote:

Hi Sreenith,

Thank you for your email.

We will remove part number 0014753 - SpO2 Silicone Finger Sensor - Paediatric from your order CVM160286/21112584KG.

We will then owe you \$120. We will use this amount to go towards the shipping cost of your proforma invoice MVM162098. I will send you the updated proforma invoice shortly.

Kind regards

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On Thu, 23 Apr 2026 at 11:17, Mastermed Equipment Trading LLC <mastermd@emirates.net.ae> wrote:

Dear Kate,

We can adjust this amount in new proforma invoice .

Can you please share the attached invoice & packing list removing the first item (Pulse Oximetry Silicone Finger Sensor Viamed SMARTsat - Paediatric SCP7500VM Cable Length: 1.2m) .

So that we can apply for new MOH approval Only for oxygen sensor .

Kindly do the need full.

Regards

Sreenith PV
0526522925
Mastermed Equipment Trading LLC

On 30/03/26 02:15 PM, **Kate Griffiths** <kate.griffiths@viamed.co.uk> wrote:

Good morning,

Please see proforma invoice attached. It is to cover the costs for the shipping of parcel CVM160286/ 21112584KG that has been returned to us

Upon payment of this proforma invoice, we would need for you to arrange the collection of goods.

Many thanks.

Kind regards

Kate Griffiths
Office Administrator
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On Mon, 16 Mar 2026 at 15:52, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Hi again Sreenith,

My colleague has chased UPS and I will let you know what they say.

Kind regards

Kate Griffiths
Office Administrator
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On Mon, 16 Mar 2026 at 09:34, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good morning,

Thank you for your email.

The person I need to ask about this is not working today. I will ask them tomorrow and email you again.

Thank you for your patience.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

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

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On Mon, 16 Mar 2026 at 07:14, Mastermed Equipment Trading LLC <mastermd@emirates.net.ae> wrote:

Dear Kate,

Kindly update the status .

Regards

Sreenith PV

On 05/03/26 03:16 PM, **Kate Griffiths** <kate.griffiths@viamed.co.uk> wrote:

Good morning,

Just to let you know that the warehouse team are still dealing with the return of your parcel. We will send you a proforma with the delivery charges once we receive the goods back.

Thank you for your patience.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

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

Email kate.griffiths@viamed.co.uk

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On Mon, 2 Mar 2026 at 08:02, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good morning,

Thank you for your email.

The warehouse team are working with UPS regarding this matter.

Kind regards

Kate Griffiths
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Viamed Ltd.

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On Mon, 2 Mar 2026 at 05:07, Mastermed Equipment Trading LLC <mastermd@emirates.net.ae> wrote:

DearKate,

Please find the mail from UPS,

Kindly do the need full .

Regard

Sreenith PV
0526522925
Mastermed Equipment Trading LLC

----- Original Message -----

From: sm@ups.com
Date: Feb 28, 2026 4:43:25 PM
Subject: 1Z9W96380440084654// MASTERMED EQUIPMENT TRADING LLC
To: mastermd@emirates.net.ae, schintha@ups.com, brkcnf@ups.com
Cc: ftahir@ups.com

Dear Customer,

Please advise shipper to contact local UPS office and submit an request authorizing UPS UAE to return back this shipment .

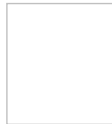
One UPS origin updates us with this necessary approval we shall arrange return back this shipment .

Best Regards,

SHARMILA M
Brokerage admin

UPS Gulf LLC (Dubai Branch)
P.O. Box 26026
Dubai Airport free zone, E10

Customer Service: 600544743



From: Mastermed Equipment Trading LLC <mastermd@emirates.net.ae>
Sent: Wednesday, February 25, 2026 1:02 PM
To: Santosh Chintha <schintha@ups.com>

Cc: Fahad Thahir <fthahir@ups.com>; UPS AE IMP CLEARANCE <brkcnf@ups.com>
Subject: [EXTERNAL] RE: 1Z9W96380440084654// MASTERMED EQUIPMENT TRADING LLC

CAUTION! This email originated outside of the organization. Please do not open attachments or click links from an unknown or suspicious origin.

Dear Santosh,

We request you to send back the shipment to shipper . We can't get MOH clearance for this shipment .

Regards

Sreenith PV

0526522925

Mastermed Equipment Trading LLC

On 16/02/26 03:16 PM, schintha@ups.com wrote:

Dear Customer,

Kind Reminder!!!

Storage is applicable from the 3rd day of the shipment arrival. A charge of AED 6 for every kilogram per day with a minimum of AED 37 per shipment.

Best Regards,

Santosh Kumar.

Brokerage admin

UPS Gulf LLC (Dubai Branch)

P.O. Box 26026

Dubai Airport free zone, E10

Customer Service: 600544743

schintha@ups.com

From: Santosh Chintha <schintha@ups.com>

Sent: Friday, February 13, 2026 1:29 PM

To: Mastermed Equipment Trading LLC <mastermd@emirates.net.ae>

Cc: Fahad Thahir <fthahir@ups.com>; UPS AE IMP CLEARANCE <brkcnf@ups.com>

Subject: RE: 1Z9W96380440084654// MASTERMED EQUIPMENT TRADING LLC

Dear Customer,

Kind Reminder!!!

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Best Regards,

Santosh Kumar.

Brokerage admin

UPS Gulf LLC (Dubai Branch)

P.O. Box 26026

Dubai Airport free zone, E10

Customer Service: 600544743

schintha@ups.com

From: Santosh Chintha

Sent: Thursday, February 12, 2026 9:31 AM

To: Mastermed Equipment Trading LLC <mastermd@emirates.net.ae>

Cc: Fahad Thahir <fthahir@ups.com>; UPS AE IMP CLEARANCE <brkcnf@ups.com>

Subject: RE: 1Z9W96380440084654// MASTERMED EQUIPMENT TRADING LLC

Dear Customer,

Kind Reminder!!!

Storage is applicable from the 3rd day of the shipment arrival. A charge of AED 6 for every kilogram per day with a minimum of AED 37 per shipment.

Best Regards,

Santosh Kumar.

Brokerage admin

UPS Gulf LLC (Dubai Branch)

P.O. Box 26026

Dubai Airport free zone, E10

Customer Service: 600544743

schintha@ups.com

From: Hemanth Setti <hemanthsetti@ups.com>
Sent: Wednesday, February 11, 2026 9:28 AM
To: Mastermed Equipment Trading LLC <mastermd@emirates.net.ae>
Cc: Fahad Thahir <ftthahir@ups.com>; UPS AE IMP CLEARANCE <brkcnf@ups.com>
Subject: 1Z9W96380440084654// MASTERMED EQUIPMENT TRADING LLC

Dear Valued Customer,

Please find attached documents for the subject shipment and kindly apply for the import permit with Ministry of Health and Prevention (MOHAP). This service is applicable for MOHAP licensed medical stores only.

Note : Port of Arrival should be Al Maktoum Airport Customs Centre & also fill the mandatory column in attached excel file and share with us along with the permit.

Important notes below:

1. Medical stores licensed by MOHAP are authorized to apply for import permits prior to arrival of shipments.
2. Importer (MOHP Medical Store license holder only) to apply for the release with air waybill, invoice and all other supporting documents required for release.
3. The permit will be released conditionally following which the shipment will be physically inspected by MOHAP inspectors at the port of import.
4. No shipment shall be released without MOHP inspection.
5. The inspector has the right to reject any shipment or hold it for further investigation even if the permit was issued.
6. It is the responsibility of the importer to ensure that the contents inside the shipment matches exactly with the shipper invoice details when applying for the permit online.

Should you require further clarification, you may contact us for referral to MOHAP inspector available onsite at our office.

The below mentioned standard UPS charges will be applicable for handling of MOH shipments:

- Shipments containing between 1-5 packages: AED 227
- Shipments containing above 5 packages or packed on pallets: AED 559

Storage: is applicable from the 3rd day of the shipment arrival. A charge of AED 6 for every kilogram per day with a minimum of AED 37per shipment.

Important notes below:

- **Effective February 1 2023, customers will be required to get import commercial invoices attested from the Ministry of Foreign Affairs, and International Cooperation (MOFAIC). This regulation is applicable for all goods imported into the UAE with a value of AED 10,000 and above. Customers have a grace period of 14 days after declaration of goods to comply with the attestation. Failure to do so will result in a penalty of AED 500, by MOFAIC.**
- **Clearance Authorization:** Effective **23rd Dec 2025**, a clearance authorization fee of AED 48 will be applicable for shipments that require UPS Brokerage to contact the consignee in order to obtain clearance instructions or information prior to processing the customs declaration.
- **Disbursement fee:** A minimum disbursement fee of AED 90.00 or 2.5% of the BOE charge is applicable.
- **AUH Bonded Transfer handling fee – AED 58**
- **VAT Payments to FTA:** Please note if UPS pays the VAT (5%) instead of your office paying it online via E-dirham, there is no reimbursement from FTA. Note: in this case you will not be able to claim for any VAT refunds in future if applicable, as UPS will not be liable for same. For any further queries or assistance please contact FTA at 600599994 or <https://www.tax.gov.ae/contact-us.aspx> [tax.gov.ae]
- **Storage:** is applicable from the 3rd day of the shipment arrival. A charge of AED 6 for every kilogram per day with a minimum of AED 37 per shipment.
- **Delivery Order for self-clearance:** A fee of AED 195 is applicable for issuance of Delivery Order in case customers choose to use an alternate broker for clearance.
- **Delayed Clearance:** Shipments not cleared within 15 days of arrival will be handed over to Customs for destruction/auction. It is therefore the responsibility of the customer to provide the necessary details for timely clearance and release.

Hemanth Setti

UPS GULF LLC (DWC Branch),

Brokerage admin

Dubai, UAE, 26026

Phone 600544743

UAE Brokerage

hemanthsetti@ups.com

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Important Information:

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Dear Sir,

Greetings from Mastermed !!

We are pleased to send the quotation for the requested items . Please find the attached quotation .

With Best Regards

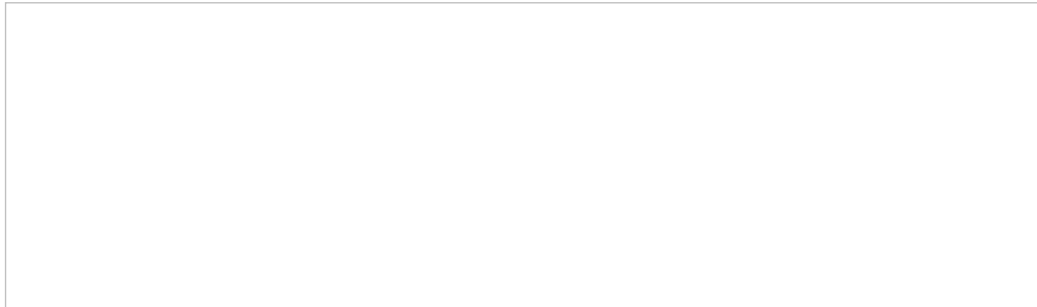
RAJEESH. | Sales & Service Engineer

Tel. +971 4 4226919 | Mob. +971 55 421 5563

MASTERMED EQUIPMENT TRADING LLC

E07, Shop No: 12, China , Cluster, International City

P.B.No: 114737, Dubai, UAE



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Greetings from Mastermed !!

We are pleased to send the quotation for the requested items . Please find the attached quotation .

With Best Regards

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