



Aqib Majeed &lt;viamed.aqib.majeed2@gmail.com&gt;

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**SERVICE REQUEST -COMPLAINT REGARDING THE FOETAL HEART SIMULATOR**

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**Ryan Swaine** <ryan.swaine@viamed.co.uk>

Thu, Apr 23, 2026 at 9:18 AM

Reply-To: ryan.swaine@viamed.co.uk

To: Emily Morton &lt;emily.morton@viamed.co.uk&gt;, Kate Griffiths &lt;kate.griffiths@viamed.co.uk&gt;, Aqib Majeed &lt;aqib.majeed@viamed.co.uk&gt;, Sophie Lines &lt;sophie.lines@viamed.co.uk&gt;

Cc: "Vineeth.PV" &lt;vineeth.pv@binalimed.com&gt;, sabik@binalimed.com, BIOMEDICAL BIN ALI &lt;biomedical@binalimed.com&gt;

Hi Aqib

Please can you add an SRS for the return of the faulty V1000 and an order for a FOC replacement unit to be sent to them. It has been agreed that we are to send a replacement unit before we receive the faulty unit back.

Please add a memo for Cathy that the value for customs is to be \$100

Please also add a memo that the device is to be double checked prior to dispatch to make sure that it does not have the same problem.

Thank you, Ryan

Ryan Swaine

International Sales Manager

VIAMED

[www.viamed.co.uk](http://www.viamed.co.uk)Email: [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)

Office: +44 (0) 1535 634542

Mobile: +44 (0) 7803 907117

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