



Cathy Green <viamed.cathy.green@gmail.com>

RE: RMA:363047 / COM-26-0203

1 message

Jim Chapman <jchapman@salaera.com>
To: "cathy.green@viamed.co.uk" <cathy.green@viamed.co.uk>
Cc: Salaera Customer Service <customerservice@salaera.com>

Hi Cathy

I am very sorry for the delay, the repaired unit is in the shipping queue waiting to ship.

I will push and get it shipped out today.

Thanks,



Jim Chapman
Service Technician
O: +1 (385) 549-8000 x2161
Salaera.com

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From: Salaera Customer Service <customerservice@salaera.com>
Sent: Wednesday, June 3, 2026 9:30 AM
To: Jim Chapman <jchapman@salaera.com>
Subject: FW: RMA:363047 / COM-26-0203

Nikki Toughill

Business Hours: 7 AM – 3 PM ET, M-F



Salaera Customer Service

Salaera.com

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From: Cathy Green <cathy.green@viamed.co.uk>
Sent: Wednesday, June 3, 2026 6:53 AM
To: MXT-Maxtec Customer Service <customerservice@maxtec.com>
Subject: RMA:363047 / COM-26-0203

Dear Customer Service

Please could we have an update on this repair. Received back to yourselves on 14/05/2026 on tracking number 1Z9W96380441024681

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Kind regards

Cathy Green
Goods Out / Stock Control Supervisor
Viamed Ltd.

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

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Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

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