



Main Account &lt;viamedinbox@gmail.com&gt;

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**RE: Incorrect Order**

1 message

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**Daniel Lear** <daniel@humanmeduk.com>  
To: Humanmeduk <logistic@humanmeduk.com>  
Cc: Tom Ladds <tom@humanmeduk.com>

22 October 2018 at 14:23

Cedar house are sending the Friday order back to us at there cost so can we credit the account once it arrives. The order for 1503004-5 is now live and double confirmed by them.

1503004-5      3.8mm x 30cm infiltration cannula (8 hole rapid)      1 box

Any issues, please let me know.

Thanks

Dan

**From:** Humanmeduk <logistic@humanmeduk.com>  
**Sent:** 22 October 2018 14:12  
**To:** Daniel Lear <daniel@humanmeduk.com>  
**Cc:** Tom Ladds <tom@humanmeduk.com>  
**Subject:** Re: Incorrect Order

Hi Guys,

I'm sorry this one actually shipped on Friday but the warehouse had not updated to say it had dispatched so I wasn't aware until I tried to add this extra item, and by which time they'd cancelled it again so I thought it was all fine again, but now appears not!

So we have shipped 1501125-5 as they originally ordered on Friday @ £255.50 as per Dan.

Please advise what we should do?

Thanks

Sophie

On Mon, 22 Oct 2018 at 13:50, Daniel Lear <daniel@humanmeduk.com> wrote:

Right, They are getting all mixed up with descriptions and part numbers.

What they want is a box of sterile 3.8mm multi hole cannula (8 hole) this is the aggressive one.

I can't see it on our current price list but on the 2017 one it is

3.8x30 RAPID

(Irrigation/aspiration) 5 pieces

1503004-5 £255.50

Can you please check the cost tome just in case it has changed?

Thanks

Dan

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**From:** [tom@humanmeduk.com](mailto:tom@humanmeduk.com) <[tom@humanmeduk.com](mailto:tom@humanmeduk.com)>

**Sent:** 22 October 2018 13:39

**To:** 'Humanmeduk' <[logistic@humanmeduk.com](mailto:logistic@humanmeduk.com)>; 'Daniel Lear' <[daniel@humanmeduk.com](mailto:daniel@humanmeduk.com)>

**Subject:** FW: Incorrect Order

**Importance:** High

Hi

Not sure what is going on with this order – they seem to be in a bit of a muddle.

Dan- could you please call them again to find out where we are up to and what they actually are ordering!

Thanks

Tom

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**From:** Emma Crideford <[Emma@cedarhouseclinic.co.uk](mailto:Emma@cedarhouseclinic.co.uk)>

**Sent:** 22 October 2018 13:25

**To:** [sales@humanmeduk.com](mailto:sales@humanmeduk.com); Daniel Lear <[daniel@humanmeduk.com](mailto:daniel@humanmeduk.com)>

**Subject:** Incorrect Order

**Importance:** High

Good afternoon,

We have just received the order for the infiltration cannulas 3.8mm x 30cm Irrigation/Aspiration Cannula RAPID but the incorrect ones have been sent. We have received 1501125-5 which is not the 8 hole ones as requested.

Please could you arrange pick-up of these and send the correct ones ASAP.

**1 x 1500121-5    3.5mm x 30cm Infiltration Cannula    1 box    8 suction holes**

Kind regards

Emma

**Emma Crideford**

**Practice Manager**



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