



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

**Re: Order 30042020KG Tracking GQ836041746GB**

1 message

**Kate Griffiths** <kate.griffiths@viamed.co.uk>  
Reply-To: kate.griffiths@viamed.co.uk  
To: A Temiz <endoscopes@hotmail.co.uk>

Mon, May 11, 2020 at 8:37 AM

Good morning Temiz,

Thank you for your email. The website shows the attached signature. I believe that Royal Mail are signing on behalf of customers due to social distancing. This signature I believe says Covid 19.

I will pass your query to a colleague and get back to you as soon as possible.

Many thanks.

Kind regards

Kate Griffiths

**Please note: Viamed is now enacting a coronavirus contingency plan to allow sales and admin staff to work from home, and I am now working remotely. Telephone calls to the main office will not be answered, but emails will. Orders may take longer to process but we aim to continue to operate and serve our customers as best we can.**

<http://www.viamed.co.uk>  
Email [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)  
Tel: +44 (0)1535 634542  
Fax: +44 (0)1535 635582

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On Mon, May 11, 2020 at 8:29 AM Sarah Walton <[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:  
Hi Kate,

This is one that you did. I just emailed the tracking number.

Are you ok to deal with this, thanks

Sarah  
x

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

From: **A Temiz** <[endoscopes@hotmail.co.uk](mailto:endoscopes@hotmail.co.uk)>  
Date: Mon, 11 May 2020 at 04:51  
Subject: RE: Order 30042020KG Tracking GQ836041746GB  
To: [sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk) <[sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk)>

Good Morning Sarah,

Your tracking number shows that your package had been delivered. however, I have not received anything from you,

I am so confused, Can you please help me?

The royal mail website provides following details,

Tracking no. GQ836041746GB

Your item was delivered on 04-05-2020.

The signature at the website is not my signature,

Thanks

A. Temiz

**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Sarah Walton

**Sent:** 01 May 2020 14:59

**To:** [endoscopes@hotmail.co.uk](mailto:endoscopes@hotmail.co.uk)

**Subject:** Order 30042020KG Tracking GQ836041746GB

Dear Mr A Temiz,

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

You can track your order on the Royal Mail website, [www.royalmail.com](http://www.royalmail.com), with the following tracking number GQ836041746GB.

Please see attached delivery note, DVM123641-1.

Kind Regards

Sarah Walton

Customer Service Representative

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

Email [sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk)

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**GQ836041746GB tracking number 11.5.2020.pdf**

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