
VB: Viamed Ltd. Invoice(s) RVM124449-1

10 messages

Lisa Rebane <lisa.r@medicalmarket.se>

Mon, Jun 29, 2020 at 10:53 AM

To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>

Dear Zoey,

Can you please send us a replacement or a credit to our invoice RVM124449-1?
Attached you can see that one of our sensors were broken when it arrived.
It wasn't destroyed in the shipment since the outer carton with the sensors in wasn't broken.

Best Regards,
Lisa Rebane

Medical Market
c/o L&B Medical AB
Box 7107, 182 12 Täby
SWEDEN

S 08-732 04 80
O Lisa.R@medicalmarket.se
L www.medicalmarket.se

-----Ursprungligt meddelande-----

Från: accounts@viamed.co.uk <accounts@viamed.co.uk>

Skickat: den 24 juni 2020 09:19

Till: Info Medicalmarket <info@medicalmarket.se>

Ämne: Viamed Ltd. Invoice(s) RVM124449-1

Please find attached invoice(s) from Viamed Ltd.

Should you have any queries please do not hesitate in contacting us.
accounts@viamed.co.uk

Regards
Accounts Department
Viamed Ltd
accounts@viamed.co.uk

Please do not reply to this Email as it is unmonitored.

4 attachments

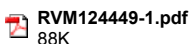
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IMG_2395.jpg
60K



IMG_2396.jpg
64K



Zoey Teal <zoey.teal@viamed.co.uk>

Mon, Jun 29, 2020 at 11:22 AM

Reply-To: zoey.teal@viamed.co.uk

To: cathy.green@viamed.co.uk

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

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: zoey.teal@viamed.co.uk
Alternate email: zoey.teal@viamed.me.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582

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Twitter: twitter.com/ViamedLtd
Facebook Page: facebook.com/ViamedLtdUK

Company registered in England, No. 01291765.

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4 attachments



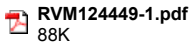
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IMG_2395.jpg
60K



IMG_2396.jpg
64K



RVM124449-1.pdf
88K

Zoey Teal <zoey.teal@viamed.co.uk>
Reply-To: zoey.teal@viamed.co.uk
To: Lisa Rebane <lisa.r@medicalmarket.se>

Mon, Jun 29, 2020 at 11:23 AM

Dear Lisa,

I am sorry to hear about this.

Please can you leave this with me and I will get back to you as soon as I can?

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

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.

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Lisa Rebane <lisa.r@medicalmarket.se>

Tue, Jun 30, 2020 at 12:39 PM

To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>

Dear Zoey,

It would be great if I could get an answer on how we will proceed in this errand today.

Because we need to make a delivery to the warehouse and the unit must be correct (same as the invoice).

The best for us would be if you could send us a new one.

Best Regards,

Lisa Rebane

Medical Market

c/o L&B Medical AB

Box 7107, 182 12 Täby

SWEDEN

☎ 08-732 04 80

✉ Lisa.R@medicalmarket.se

🌐 www.medicalmarket.se

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Zoey Teal <zoey.teal@viamed.co.uk>

Tue, Jun 30, 2020 at 12:42 PM

Reply-To: zoey.teal@viamed.co.uk

To: Lisa Rebane <lisa.r@medicalmarket.se>

Dear Lisa,

Sorry but this is not something I can deal with directly.

The warehouse are looking into the matter and I will be in touch later today.

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

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Lisa Rebane <lisa.r@medicalmarket.se>

Tue, Jun 30, 2020 at 12:49 PM

To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>

Dear Zoey,

How will we do with our invoice then?

We don't want to pay for a broken sensor?

[Quoted text hidden]

Zoey Teal <zoey.teal@viamed.co.uk>
Reply-To: zoey.teal@viamed.co.uk
To: Lisa Rebane <lisa.r@medicalmarket.se>

Tue, Jun 30, 2020 at 12:50 PM

Dear Lisa,

Please bare with me and I will come back to you as soon as I have an answer.

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

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Zoey Teal <zoey.teal@viamed.co.uk>
Reply-To: zoey.teal@viamed.co.uk
To: Lisa Rebane <lisa.r@medicalmarket.se>

Tue, Jun 30, 2020 at 4:34 PM

Dear Lisa,

Apologies that this has happened. We are now going to discuss this matter with our shipping agent.

I have spoken to the warehouse manager and she has requested if we can have a picture of the outer cardboard box which all the sensors arrived in?

We can send you a replacement sensor out but we will need the damaged one back first. This can be shipped to us on our UPS account so it will not cost you anything.

Our UPS account number is 00009W9638.

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

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Lisa Rebane <lisa.r@medicalmarket.se>
To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>

Thu, Jul 2, 2020 at 12:51 PM

Dear Zoey,

Unfortunately, we haven't the outer cardboard box left.

I asked our warehouse if this carton was destroyed when it arrived, but the outer cardboard box wasn't destroyed/broken.

The sensors carton must have been broken when the delivery was packed.

We will send the damaged sensor back to you.

[Quoted text hidden]

Zoey Teal <zoey.teal@viamed.co.uk>
Draft To: Lisa Rebane <lisa.r@medicalmarket.se>

Thu, Jul 2, 2020 at 12:55 PM

Dear Lisa,

Your returns reference number is, SRS

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

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