



Gail Bell &lt;viamed.gail.bell@gmail.com&gt;

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**paypal order Transaction ID: 87G97318U6875530Y**

3 messages

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**Gail Bell** <gail.bell@vandagraph.co.uk>

16 July 2020 at 08:37

Reply-To: gail.bell@vandagraph.co.uk

To: abonehill@hotmail.com

Bcc: ryan.swaine@vandagraph.co.uk

Good morning Andrew,

Thank you very much for your paypal order.

I am very sorry but we are having supply issues at the moment.

Tekox Analysers are not available at the moment as these require R-17 Vans sensors. The latest news is that we are scheduled to have the sensors for the end of August, but unfortunately the schedules are changeable at the moment due to medical requirements.

Would you like a full refund or keep the Tekox on backorder?

Really sorry for any inconvenience this may cause.

Kind regards

Gail Bell

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

Email [gail.bell@vandagraph.co.uk](mailto:gail.bell@vandagraph.co.uk)

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**andrew bonehill** <abonehill@hotmail.com>

16 July 2020 at 09:14

To: "gail.bell@vandagraph.co.uk" &lt;gail.bell@vandagraph.co.uk&gt;

Hi Gail,

We normally use VN202 units for analysing welding gas and wanted to try the Tekox as it looks more robust and has a better case.

Leave it on back order please.

Regards,

Andy.

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> on behalf of Gail Bell <[office@viamed.co.uk](mailto:office@viamed.co.uk)>

**Sent:** 16 July 2020 08:37

**To:** [abonehill@hotmail.com](mailto:abonehill@hotmail.com) <[abonehill@hotmail.com](mailto:abonehill@hotmail.com)>

**Subject:** paypal order Transaction ID: 87G97318U6875530Y

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**Gail Bell** <[gail.bell@vandagraph.co.uk](mailto:gail.bell@vandagraph.co.uk)>  
Reply-To: [gail.bell@vandagraph.co.uk](mailto:gail.bell@vandagraph.co.uk)  
To: [andrew.bonehill <abonehill@hotmail.com>](mailto:andrew.bonehill@abonehill@hotmail.com)

16 July 2020 at 09:19

Morning Andrew,

Thank you very much for your confirmation to keep on backorder.

We really appreciate your time and patience in this matter.

Kind regards

Gail Bell

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

Email [gail.bell@vandagraph.co.uk](mailto:gail.bell@vandagraph.co.uk)

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