



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

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**Order 1K194534DF609563T Tracking LB517917400GB**

5 messages

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**Gail Bell** <gail.bell@vandagraph.co.uk>  
Reply-To: gail.bell@vandagraph.co.uk  
To: mwykwan@gmail.com

6 July 2020 at 15:21

Dear Matthew Kwan,

I am writing to inform you that your order, 1K194534DF609563T has been dispatched.

You can track your order reference 1K194534DF609563T on the , with the following tracking number LB517917400GB.

Please see attached delivery note, DAN124723-1 and a copy of your invoice, RAN124723-1.

Kind Regards

Gail Bell  
Vandagraph Ltd  
[gail.bell@vandagraph.co.uk](mailto:gail.bell@vandagraph.co.uk)

Gail Bell  
<http://www.vandagraph.co.uk/>  
Email [gail.bell@vandagraph.co.uk](mailto:gail.bell@vandagraph.co.uk)  
Tel: +44 (0)1535 634900  
Fax: +44 (0)1535 635582

Company registered in England, No. 02332105.


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**2 attachments**

 **RAN124723-1.pdf**  
76K

 **DAN124723-1.pdf**  
75K

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**Matt Kwan** <mwykwan@gmail.com>  
To: gail.bell@vandagraph.co.uk

19 August 2020 at 00:43

Good morning Gail.

I have not unfortunately received the sensor ordered.

I have followed with Australia Post who have confirmed that whilst there has been a scan of the aircraft that my parcel should have been in, the parcel itself has not been physically scanned in Australia, and what needs to happen next (**attached**). I understand this requires Vandagraph, as sender, to lodge an investigation enquiry with Royal Mail. I would be grateful if you could do so and let me have an update as soon as possible.

Many thanks, Matt

[Quoted text hidden]

**Australia Post - New Comment for Case\_ 33900546.pdf**

66K

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

19 August 2020 at 08:32

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

To: ryan.swaine@vandagraph.co.uk

please advise

Kind regards

Gail Bell

<http://www.vandagraph.co.uk/>Email [gail.bell@vandagraph.co.uk](mailto:gail.bell@vandagraph.co.uk)

Tel: +44 (0)1535 634900

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[Quoted text hidden]

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**Matt Kwan** <mwykwan@gmail.com>

20 August 2020 at 10:43

To: gail.bell@vandagraph.co.uk, info@vandagraph.co.uk

Good morning - I just wanted to double check if my email below has been received as I wasn't sure with whom I should be following up with? Could you kindly confirm receipt?

Many thanks, Matt

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

From: **Matt Kwan** <mwykwan@gmail.com>

Date: Wed, Aug 19, 2020 at 7:43 AM

Subject: Re: Order 1K194534DF609563T Tracking LB517917400GB

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

[Quoted text hidden]

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66K

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

20 August 2020 at 10:47

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

To: ryan.swaine@vandagraph.co.uk

Kind regards

Gail Bell

<http://www.vandagraph.co.uk/>  
Email [gail.bell@vandagraph.co.uk](mailto:gail.bell@vandagraph.co.uk)  
Tel: +44 (0)1535 634900  
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