



Ryan Swaine <viamed.ryan.swaine@gmail.com>

Re: Transaction ID: 8F150922M8368110F

1 message

Dave Patmore <dave.patmore@ntlworld.com>
To: gail.bell@vandagraph.co.uk

18 September 2020 at 11:36

Hi
I have received my new sensor from Kent diving and funny it's one of your sensors, they managed to get it in with in a week ...
But it does not work and just shows 0.00
I have been on to analox and they have said your sensors are not comparable?
They may work or just show 0.00 as my one is doing
Can you help
Do you have someone in technical that could call me
07957397139
Thanks dave

Sent from my iPhone

On 16 Sep 2020, at 09:05, Dave Patmore <dave.patmore@ntlworld.com> wrote:

Thanks dave

Sent from my iPhone

On 16 Sep 2020, at 08:59, Gail Bell <office@viamed.co.uk> wrote:

Good morning Dave,

Thank you for your email confirmation for a refund.

We will process that for you.

Sorry we could not be of more help at this time.

Kind regards

Gail Bell
<http://www.vandagraph.co.uk/>
Email 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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On Tue, 15 Sep 2020 at 15:45, Dave Patmore <dave.patmore@ntlworld.com> wrote:

Hi
I think I will go for a refund please
Thanks Dave

Sent from my iPhone

On 15 Sep 2020, at 15:32, Gail Bell <office@viamed.co.uk> wrote:

Good afternoon Dave,

Thank you for your email.

We are looking at 2-4 weeks.

We really appreciate your time and patience.

Kind regards

Gail Bell
<http://www.vandagraph.co.uk/>
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On Tue, 15 Sep 2020 at 15:20, Dave Patmore
<dave.patmore@ntlworld.com> wrote:

Hi
Can you give me an update on the delivery time for the 02 cell I
ordered
Thanks Dave

Sent from my iPhone

On 8 Sep 2020, at 16:40, Dave Patmore
<dave.patmore@ntlworld.com> wrote:

Hi
That's a shame wanted it for next weekend but can't be
helped.
I will wait for delivery
Thanks Daves
Analox 02 eii

Sent from my iPhone

On 8 Sep 2020, at 15:37, Gail Bell
<office@viamed.co.uk> wrote:

Good afternoon Dave,

Thank you very much for your paypal order.

I am very sorry but we have been having supply issues.

With regards to new R-33DE sensors, we have been unfortunately out of stock. O2 sensor production has been prioritised towards medical sensors and so our stock of scuba sensors has been delayed.

We are now able to ship this sensor to you at the end of next week / start of the following week.

Hope this is acceptable or if you prefer we can offer a full refund let me know.

Sorry for any inconvenience.

Kind regards

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

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