



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Fwd: Demande de devis

1 message

Ryan Swaine <office@viamed.co.uk>

12 November 2020 at 14:24

Reply-To: ryan.swaine@viamed.co.uk

To: Sarah Walton <sarah.walton@viamed.co.uk>, Kate Griffiths <kate.griffiths@viamed.co.uk>, Zoey Teal <zoey.teal@viamed.co.uk>

Hi

Please can we put a proforma on for this company? It is to be for the same items that they ordered and cancelled previously. I have attached a copy of their previous proforma invoice for reference.

Thank you

Ryan

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

From: **Contact MEDI-MAY** <contact@medimay.net>

Date: Thu, 12 Nov 2020 at 07:32

Subject: Re: Demande de devis

To: <ryan.swaine@viamed.co.uk>

Hi Ryan,

Yes, send me another proforma

I'll keep you posted for the payment.

Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net

MEDI-MAY

Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Filaouni
97680 COMBANI

Le mar. 10 nov. 2020 à 13:45, Ryan Swaine <office@viamed.co.uk> a écrit :

Hi Nassima

Okay, please let me know if you want us to send you another proforma invoice.

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

GDPR / Privacy Policy available at www.viamed.co.uk/policy

On Mon, 9 Nov 2020 at 17:38, Contact MEDI-MAY <contact@medimay.net> wrote:

I have to review my terms of sale with the customer tomorrow.

So that the latter pays me the entire order before placing an order with you.

I will explain to him that I have no idea of the delivery time so that he does not call me back every day.

Once I have a feedback, I will come back to you and checkout again.

It suits you?

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

**Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Filaouni
97680 COMBANI**

Le lun. 9 nov. 2020 à 20:30, Ryan Swaine <office@viamed.co.uk> a écrit :
Dear Nassima

I still have 2x 0120138 available from stock, but we cancelled the order with the manufacturer when you cancelled your order, so we are not expecting to receive any more.

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Mon, 9 Nov 2020 at 17:09, Contact MEDI-MAY <contact@medimay.net> wrote:
Dear,

I come back to you again to know if you have an evolution?

I still can't find a solution and the client is harassing me.

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

**Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Filaouni
97680 COMBANI**

Le mer. 21 oct. 2020 à 17:12, Ryan Swaine <office@viamed.co.uk> a écrit :
Dear Nassima

Please find my reply below:

[It's been a month since I paid you and to date I have no merchandise. Do you find that normal?](#)

No, it is not normal, but the supply situation of respiratory products is not normal at the moment. The information we have given you is directly from the manufacturer. Normally they keep to these dates, but they are extremely busy and their systems are unable to quote. I can only apologise.

[You tell me that your manager has sold the goods. So I, who have already paid for the goods, am still waiting.](#)

I did not tell you that anybody has sold the goods. I told you that one of our directors was chasing the manufacturer to obtain your order.

[So today tell me concretely, the goods will be available under how long? if it's more than a week I cancel and thank you for refunding me.](#)

[I confirm to you I claim the reimbursement.](#)

We are still unable to confirm the delivery date and in lieu of this I have cancelled your order, I have requested our accounts director to send you a refund and we will cancel our order with the manufacturer.

Working under these conditions is not acceptable. When we ask the customer to pay, we must also ensure that the goods are made available within a reasonable time.

I totally agree, unfortunately with the pandemic many of the manufacturers we are working with have had their systems, production and supply stretched beyond their capabilities.

I am sorry that this situation did not go better and I hope you manage to find an alternative solution.

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Tue, 20 Oct 2020 at 18:00, Contact MEDI-MAY <contact@medimay.net> wrote:

Hello,

It's been a month since I paid you and to date I have no merchandise. Do you find that normal? You tell me that your manager has sold the goods. So I, who have already paid for the goods, am still waiting.

I prefer today canceled the order if it is the condition and you refunded me.

Every day you tell me in a week, then two weeks, then three weeks. Since September 28 I have made the payment. As long as I don't deliver to the customer, I don't have any payment. So today tell me concretely, the goods will be available under how long? if it's more than a week I cancel and thank you for refunding me.

I confirm to you I claim the reimbursement.

Working under these conditions is not acceptable. When we ask the customer to pay, we must also ensure that the goods are made available within a reasonable time.

Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net

MEDI-MAY

Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Filaouni
97680 COMBANI

Le lun. 19 oct. 2020 à 16:05, Ryan Swaine <office@viamed.co.uk> a écrit :

Dear Nassima

If you cancel your order, we will also cancel the order with Intersurgical, as we have a couple of packs in stock and that would be enough for us. Please can you confirm if you definitely want to cancel your order and receive a refund?

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Mon, 19 Oct 2020 at 06:02, Contact MEDI-MAY <contact@medimay.net> wrote:
Dear Ryan,

I will transfer the rib to you for reimbursement.

As soon as you have the product in stock, please let me know.

Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net

MEDI-MAY

Matériel médical, Premier secours, Hygiène, Puériculture

Quartier Filaouni

97680 COMBANI

Le mer. 14 oct. 2020 à 14:20, Ryan Swaine <office@viamed.co.uk> a écrit :
Dear Nassima

I am very sorry, the delivery date from Intersurgical was for today. One of our directors has been chasing your stock and unfortunately it is not ready and they can not yet provide a delivery date. I think their systems and production have been over stretched with the pandemic.

I can only apologise, please can you let me know if you would like us to arrange the refund or do you want to wait until we have a new delivery date?

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Wed, 14 Oct 2020 at 09:48, Contact MEDI-MAY <contact@medimay.net> wrote:
Dear Ryan,

I am still waiting for my order since September 28, 2020.

I come back to you in order to know the evolution.

In the event that you still have no return, I enclose my RIB in order to reimburse the payment. Once the goods are available you will come back to me so that I can proceed to payment again.

Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net

MEDI-MAY

Matériel médical, Premier secours, Hygiène, Puériculture

Quartier Filaouni

97680 COMBANI

Le ven. 9 oct. 2020 à 12:33, Ryan Swaine <office@viamed.co.uk> a écrit :
Dear Nassima

I am very sorry for the delay, we received some deliveries from this supplier, but unfortunately your parts were not with them as they were supposed to be.

We have chased it and the latest news is that they should arrive with us on or before next Wednesday.

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Wed, 7 Oct 2020 at 08:39, Contact MEDI-MAY <contact@medimay.net> wrote:

Hi Ryan,

It's been two weeks since I paid the order.

My client is starting to get impatient and may cancel the order.

So I would like to know where do I order?

You told me Monday, and it's Wednesday and still no news.

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

**Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Filaouni
97680 COMBANI**

Le ven. 2 oct. 2020 à 16:13, Ryan Swaine <office@viamed.co.uk> a écrit :

Dear Nassima

The items are due to arrive with us by Monday, we will aim to ship them as soon as they have been checked in.

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Fri, 2 Oct 2020 at 11:53, Contact MEDI-MAY <contact@medimay.net> wrote:

Hi,

I would like to know the progress of my order.

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Filaouni
97680 COMBANI

Le lun. 28 sept. 2020 à 17:17, Ryan Swaine <office@viamed.co.uk> a écrit :
Dear Nassima

The parts have been ordered from the manufacturer, although we do not have a delivery date as yet, I expect they will arrive with us very soon.

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Mon, 28 Sep 2020 at 11:31, Contact MEDI-MAY <contact@medimay.net> wrote:
Great, thanks for letting me know.

When will the package be sent?

thank you for your reply

Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net

MEDI-MAY

Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Filaouni
97680 COMBANI

Le lun. 28 sept. 2020 à 13:20, Ryan Swaine <office@viamed.co.uk> a écrit :
Hi Nassima

Thank you very much, we have received your payment.

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Mon, 28 Sep 2020 at 10:00, Contact MEDI-MAY <contact@medimay.net> wrote:
Dear Ryan,

Did you receive my payment

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

**Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Filaouni
97680 COMBANI**

Le ven. 25 sept. 2020 à 20:41, Ryan Swaine <office@viamed.co.uk> a écrit :
Dear Nassima

Thank you

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Thu, 24 Sep 2020 at 18:26, Contact MEDI-MAY <contact@medimay.net> wrote:
Hi Ryan,

the bank made the payment today.

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

**Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Filaouni
97680 COMBANI**

Le mer. 23 sept. 2020 à 19:53, Ryan Swaine <office@viamed.co.uk> a écrit :
Hi Nassima

Please make your payment to the bank details on the proforma and let me know when you do, so I can organise the stock for you.

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Wed, 23 Sep 2020 at 17:46, Contact MEDI-MAY <contact@medimay.net> wrote:
Dear, Ryan,

Thanks for the quote.

When is the delivery due after payment?

The payment must be made on the RIB indicated in the invoice?

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

**Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Filaouni
97680 COMBANI**

Le mer. 23 sept. 2020 à 19:26, Ryan Swaine <office@viamed.co.uk> a écrit :

Dear Nassima

Please find your proforma invoice attached.

Please let me know if you have any questions.

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Thu, 10 Sep 2020 at 17:39, Contact MEDI-MAY <contact@medimay.net> wrote:
yes, on the Mayotte site is not recognized because it is an exception.

What can we do?

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

**Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Filaouni
97680 COMBANI**

Le jeu. 10 sept. 2020 à 15:10, Ryan Swaine <office@viamed.co.uk> a écrit :

Dear Nassima

I am having some difficulties verifying your VAT number, please can you take a look at the link below and confirm?

VIES

Best regards

Ryan

Ryan Swaine
International Sales Manager

VIAMED

www.viamed.co.uk

Email: ryan.swaine@viamed.co.uk

Office: +44 (0) 1535 634542

Mobile: +44 (0) 7803 907117

GDPR / Privacy Policy available at www.viamed.co.uk/policy

On Tue, 8 Sep 2020 at 09:58, Contact MEDI-MAY <contact@medimay.net> wrote:
Hello Ryan

It is OK for me

can you send me a proforma quote and your RIB.

thank you

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

**Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Fialouni
97680 COMBANI**

Le mar. 1 sept. 2020 à 20:52, Contact MEDI-MAY <contact@medimay.net> a écrit :
thanks

I make the proposal to the client and come back to you.

Yes, the VAT number is as follows FR62839692092

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

**Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Fialouni
97680 COMBANI**

Le mar. 1 sept. 2020 à 19:48, Ryan Swaine <office@viamed.co.uk> a écrit :
Dear Nassima

The costs for UPS would be EUR €177.36, insurance would be 1% of goods value.
If you are happy to proceed, then I will send you a proforma invoice.

Please excuse my ignorance, but I have not supplied directly to Mayotte before. I understand that Mayotte is classified as part of France, so do you have a company VAT number?

I look forward to your reply.

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

GDPR / Privacy Policy available at www.viamed.co.uk/policy

On Tue, 1 Sep 2020 at 12:09, Contact MEDI-MAY <contact@medimay.net> wrote:
Thank you for your reply.

MEDI MAY
Quartier filaouni
97680 COMBANI (MAYOTTE)

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

**Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Fialouni
97680 COMBANI**

Le mar. 1 sept. 2020 à 12:41, Ryan Swaine <office@viamed.co.uk> a écrit :
Dear Nassima

Thank you very much. Please can you send me your complete delivery address and I will look into the transport for you?

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Mon, 31 Aug 2020 at 17:19, Contact MEDI-MAY <contact@medimay.net> wrote:

Thank you, I will let you know. ,

I would like to know if you deliver to Mayotte? If so, can you make me an offer for 10 boxes of 25 units.

Thank you for your reply.

*Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net*

MEDI-MAY

**Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Fialouni
97680 COMBANI**

Le lun. 31 août 2020 à 18:43, Ryan Swaine <office@viamed.co.uk> a écrit :
Dear Nassima Abdallah

Thank you very much for your email.

We would be happy to supply you at our distributor pricing:

0120138 = EUR €22.25 / USD \$24.75 per box of 25 EXW

Please let me know if you have any questions or please provide your complete delivery/invoice details if you would like to proceed with an order and will provide you with a proforma invoice.

I look forward to hearing from you.

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Mon, 31 Aug 2020 at 11:30, Main Account <office@viamed.co.uk> wrote:

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

From: **Contact MEDI-MAY** <contact@medimay.net>
Date: Mon, 31 Aug 2020 at 07:18
Subject: Demande de devis
To: <sales@viamed.co.uk>

Hello,

We are a medical and paramedical equipment sales company. We are looking for the products below for one of our customers. Can you give me a proposal for 10 packs please?



Numéro d'article 0120138
Nom du produit Connecteur droit 15 ID - 15 ID
GTIN / EAN13 05030267004973
ID 15 mm - ID 15 mm
Boîte de 25
Usage unique
Pour connecter le NeoPEEP au Viamed Tom Thumb.

Cordialement,
Nassima ABDALLAH
Responsable commerciale
Tél: 0269 61 25 33
contact@medimay.net

MEDI-MAY

Matériel médical, Premier secours, Hygiène, Puériculture
Quartier Fialouni
97680 COMBANI

 **Proforma - Medi-May.pdf**
90K