



Zoey Teal <viamed.zoey.teal@gmail.com>

SRS67528

Joel Courbis | SHA Medical <jcourbis@sha-medical.com>
To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>
Cc: Cathy Green <cathy.green@viamed.co.uk>

Thu, Dec 3, 2020 at 5:01 PM

Dear Zoey,

Thanks, find attached the 2 quotations accepted .

Kind regards

Joël Courbis

De : Main Account <viamedinbox@gmail.com> **De la part de** Zoey Teal
Envoyé : jeudi 3 décembre 2020 17:51
À : Joel Courbis | SHA Medical <jcourbis@sha-medical.com>
Cc : Cathy Green <cathy.green@viamed.co.uk>
Objet : Re: SRS67528

Dear Joel,

Please find your new proforma attached.

Repairs have to be kept separate from orders but will we ship both together with free carriage if you confirm you are happy to proceed.

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

Kind regards

Zoey Teal

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On Thu, Dec 3, 2020 at 3:53 PM Joel Courbis | SHA Medical <jcourbis@sha-medical.com> wrote:

Ok, would it be possible to add to this order :

- 4 ear sensors 14850

- 3 finger sensor SC7500VM

And send us the new proforma

Kind regards

Joël Courbis

De : Main Account <viamedinbox@gmail.com> **De la part de** Zoey Teal

Envoyé : jeudi 3 décembre 2020 16:13

À : Joel Courbis | SHA Medical <jcourbis@sha-medical.com>

Objet : Re: SRS67528

Dear Joel,

The price of €285 which your colleague has given you is for purchasing 5 units or more.

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

Kind regards

Zoey Teal

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On Thu, Dec 3, 2020 at 2:59 PM Joel Courbis | SHA Medical <jcourbis@sha-medical.com> wrote:

Dear Zoel,

No problem.

In fact my colleague told me the price we normally pay is 285 € HT with the sensor, so there isn't the discount of the 10 % ?

Kind regards

Joël Courbis

De : Main Account <viamedinbox@gmail.com> **De la part de** Zoey Teal

Envoyé : jeudi 3 décembre 2020 14:32

À : Joel Courbis | SHA Medical <jcourbis@sha-medical.com>

Cc : Cathy Green <cathy.green@viamed.co.uk>

Objet : SRS67528

Dear Joel,

Apologies but we were waiting for you to confirm that you were happy with the quotation before proceeding.

Can I take this email as confirmation that you are happy for us to ship tomorrow/Monday?

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

Kind regards

Zoey Teal

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On Thu, Dec 3, 2020 at 1:28 PM Main Account <viamedinbox@gmail.com> wrote:

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

From: Joel Courbis | SHA Medical <jcourbis@sha-medical.com>
Date: Thu, 3 Dec 2020 at 13:20
Subject: TR: SRS67528
To: viamedinbox@gmail.com <viamedinbox@gmail.com>
Cc: Cathy Green <cathy.green@viamed.co.uk>

Dear Zoey,

Have you send it ?

Kind regards

Joël Courbis

De : Main Account <viamedinbox@gmail.com> **De la part de** Zoey Teal
Envoyé : vendredi 27 novembre 2020 13:26
À : Joel Courbis | SHA Medical <jcourbis@sha-medical.com>
Cc : Cathy Green <cathy.green@viamed.co.uk>
Objet : SRS67528

Dear Joel,

As a gesture of good will, we have now taken the carriage charge off your repair.

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

Kind regards

Zoey Teal

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On Fri, Nov 27, 2020 at 7:35 AM Main Account <viamedinbox@gmail.com> wrote:

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

From: Joel Courbis | SHA Medical <jcourbis@sha-medical.com>

Date: Fri, 27 Nov 2020 at 06:15

Subject: TR: SRS67528

To: viamedinbox@gmail.com <viamedinbox@gmail.com>

Dear Zoey,

I am sorry, I thought you were going to apply it to our order CF20-1047 (see attached) ;

It's simpler and avoid to pay another transport cost

I think we have lost enough time as too it !!

Kind regards

Joël Courbis

De : Main Account <viamedinbox@gmail.com> **De la part de** Zoey Teal

Envoyé : jeudi 26 novembre 2020 15:39

À : Joel Courbis | SHA Medical <jcourbis@sha-medical.com>

Cc : Cathy Green <cathy.green@viamed.co.uk>

Objet : Re: SRS67528

Dear Joel,

Please find your revised quotation attached.

Can you please confirm if you are happy to proceed?

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

Kind regards

Zoey Teal

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On Wed, Nov 25, 2020 at 6:52 PM Joel Courbis | SHA Medical <jcourbis@sha-medical.com> wrote:

Dear Zoey,

That's the 0014752 (SC7500VM).

Kind regards

Joël Courbis

De : Main Account <viamedinbox@gmail.com> **De la part de** Zoey Teal
Envoyé : mercredi 25 novembre 2020 18:45
À : Joel Courbis | SHA Medical <joelc@sha-medical.com>
Cc : Cathy Green <cathy.green@viamed.co.uk>
Objet : Re: SRS67528

Dear Joel,

I have spoken to the repairs team and unfortunately we have to keep repairs separate from purchase orders.

I will update your repair quotation to show the 10% discount.

SC 6500VM is the adult finger sensor which has now been superseded by part number 0014752 (SC7500VM).

If you would like a Paediatric sensor, it would be part number 0014753 (SCP7500VM).

Please can you confirm which you would like?

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

Kind regards

Zoey Teal

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On Wed, Nov 25, 2020 at 5:47 AM Joel Courbis | SHA Medical <jcourbis@sha-medical.com> wrote:

Dear Zoel,

Yes I am happy with it.

Usually we buy the SC 6500VM, is it for you the Silicone SpO2 sensor - adult 0014752 ?

If so, let us go with it.

Many thanks.

Kind regards

Joël Courbis

De : Main Account <viamedinbox@gmail.com> **De la part de** Zoey Teal

Envoyé : mardi 24 novembre 2020 17:17

À : Joel Courbis | SHA Medical <jcourbis@sha-medical.com>

Cc : Cathy Green <cathy.green@viamed.co.uk>

Objet : Re: SRS67528

Dear Joel,

I am just following up on my previous email.

Please can you confirm if you are happy for us to apply the 10% discount to one of the units on the order CF20-1047?

Can you also please confirm which of the following accessories you would like to receive free with that unit?

Silicone SpO2 sensor - adult 0014752

Silicone SpO2 sensor - Medium (small adult) 0014754

Silicone SpO2 sensor - paediatric 0014753

Silicone wrap sensor 0014851

Ear sensor 0014850

Finger SpO2 sensor (hard shell) 0014651

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

Kind regards

Zoey Teal

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On Mon, Nov 23, 2020 at 9:51 AM Zoey Teal <zoey.teal@viamed.co.uk> wrote:

Dear Joel,

The VM-2160 Smartsat would normally come with a free sensor.

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

Kind regards

Zoey Teal

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On Mon, Nov 23, 2020 at 9:38 AM Joel Courbis | SHA Medical <jcourbis@sha-medical.com> wrote:

Dear Zoey,

Do you mean you will send us an sensor SC 6500VM for free ?

Kind regards

Joël Courbis

De : Main Account <viamedinbox@gmail.com> **De la part de** Zoey Teal

Envoyé : lundi 23 novembre 2020 10:32

À : Joel Courbis | SHA Medical <jcourbis@sha-medical.com>

Objet : Re: SRS67528

Dear Joel,

Thank you for your reply.

I am struggling to find where the 10% discount is stated on your order, CF20-1047.

If you would like us to apply the discount to one of the units, you will receive a probe included with the device as this is free of charge and part of the repair.

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

Kind regards

Zoey Teal

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On Sat, Nov 21, 2020 at 3:00 PM Joel Courbis | SHA Medical <jcourbis@sha-medical.com> wrote:

Dear Zoey,

My colleague Christine sent an order, one of them is supposed to be with a discount of 10 %.

Have you registered it this way ?

Kind regards

Joël Courbis

De : Main Account <viamedinbox@gmail.com> **De la part de** Zoey Teal

Envoyé : vendredi 20 novembre 2020 09:34

À : Joel Courbis | SHA Medical <jcourbis@sha-medical.com>

Cc : Cathy Green <cathy.green@viamed.co.uk>

Objet : Re: SRS67528

Dear Joel,

I am just following up on my previous email.

Please can you confirm if you would like to go ahead with the quotation for a new unit with the discount of 10% or would you prefer for us to send the old unit back repaired?

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

Kind regards

Zoey Teal

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On Wed, Oct 21, 2020 at 2:17 PM Zoey Teal <zoey.teal@viamed.co.uk> wrote:

Dear Joel,

I have spoken with the repairs department and we can not the old VM2160.

If you decide to purchase a new unit, you will get a 10% discount and also a brand new sensor.

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

Kind regards

Zoey Teal

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From: Joel Courbis | SHA Medical <jcourbis@sha-medical.com>
Date: Wed, 21 Oct 2020 at 08:04
Subject: TR: SRS67528
To: viamedinbox@gmail.com <viamedinbox@gmail.com>

Dear Zoey,

For the one which cannot be repaired :

- Is the sensor all right ?
- If so can you send it back with our next order ?

As to your offer, is the sensor included (as it's only mention sensor as detail below) ?

Kind regards

Joël Courbis

De : Main Account <viamedinbox@gmail.com> **De la part de** Zoey Teal
Envoyé : mercredi 14 octobre 2020 09:44
À : SHA Medical <contact@sha-medical.com>
Objet : SRS67528

Dear Joel,

I have spoken to the repair department and unfortunately with this being a very old unit it is not easy to repair.

The unit requires a new TFT display as we can not supply the OLED display screens anymore. The new TFT display has a different style keypad where the on/off switch is on the front instead of the side. To use this display we would also need to change the outer case of the unit.

If you would like to go ahead and purchase a new unit, we can offer you a 10% discount with the warranty of 30 months from being invoiced.

We would have changed all of the components of the device but it is more economical to purchase new and receive the 10% discount.

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

Kind regards

Zoey Teal

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On Wed, Oct 14, 2020 at 7:49 AM Main Account <viamedinbox@gmail.com> wrote:

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From: **SHA Medical** <contact@sha-medical.com>

Date: Wed, 14 Oct 2020 at 05:52

Subject: TR: SRS67528

To: Main Account <viamedinbox@gmail.com>

Dear Zoey ,

Is there not a mistake, it was just to change the display as usual which is normaly 100 € (you'd send us a proforma see attached)

Please, let me know.

Kind regards

Joël Courbis

De : Main Account [<mailto:viamedinbox@gmail.com>] **De la part de** Zoey Teal

Envoyé : lundi 12 octobre 2020 10:53

À : Assistant Commercial | SHA Medical <commercial@sha-medical.com>

Objet : SRS67528

Good morning,

Please find your repair quotation attached.

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

Kind regards

Zoey Teal

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