

RS 11/12/2020

Company: SAIM Medical

Contact: Adnan Hashmat

Proforma for additional carriage costs for CVM124673

Upgrade Carriage from Parcel Force Global Value to Parcel Force Global Express = USD \$138.03

Adnan Hashmat <adnanhashmat82@gmail.com>

11 December 2020 at 11:56

To: ryan.swaine@viamed.co.uk

Dear Ryan

Only ship parcel force or USPS courier only do not ship other courier

Adnan

On Fri, Dec 11, 2020, 16:31 Ryan Swaine <office@viamed.co.uk> wrote:

Dear Adnan

I am sorry to inform you that we have a problem with the shipping of your order.

We tried to book a collection today with Parcel Force and unfortunately they have temporarily stopped their Global Priority and Global Value services to Pakistan due to carrier issues caused by the pandemic. The only service they are currently offering is Global Express, but this is a much more expensive service:

Global Express = USD \$603.74

You have paid for Global Value = USD \$437.96

Shortfall = USD \$165.78

Please see the following options:

1) We can ship with Parcel Force Global Express, but we would need a payment from you of USD \$165.78 for the shortfall

2) We ship by UPS Express Saver = USD \$299.93 and then we would then send you a refund for USD \$138.03

I am very sorry for the inconvenience caused to you, but we are unable to predict what effects the pandemic may have on your requested courier. Please can you let me know how you would like to proceed?

I will await your reply.

Best regards

Ryan

Ryan Swaine
International Sales Manager

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On Thu, 10 Dec 2020 at 11:07, Adnan Hashmat <adnanhashmat82@gmail.com> wrote:

Dear Ryan

We discussed on last Friday you will ship on Wednesday but do not update any tracking number
Kindly update and ship out Good's and tracking number ASAP

Adnan