



Sarah Walton <viamed.sarah.walton@gmail.com>

Re: Viamed Order Delivery Tracking NL224017332GB

1 message

Lee white <gkcross@btinternet.com>
To: sarah.walton@viamed.co.uk

6 January 2021 at 14:29

Hi,

Which ever is easiest.

Natasha

----- Original Message -----

From: "Sarah Walton" <office@viamed.co.uk>

To: "Lee white" <gkcross@btinternet.com>

Sent: Wednesday, 6 Jan, 21 At 14:25

Subject: Re: Viamed Order Delivery Tracking NL224017332GB

Hi Natasha,

Yes that is fine.

How do you want to pay for this order?

Kind regards

Sarah Walton

Customer Service Representative

Please note: Viamed is now enacting a coronavirus contingency plan to allow sales and admin Staff to work from home, and I am now working remotely. Telephone calls to the main office will not be answered, but emails will. Orders may take longer to process but we aim to continue to operate and serve our customers as best we can.<http://www.viamed.co.uk>Email sarah.walton@viamed.co.ukGDPR / Privacy Policy available at www.viamed.co.uk/policy

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On Wed, 6 Jan 2021 at 14:13, Lee white <gkcross@btinternet.com> wrote:

Hi,

Yes I can get that returned to you asap, however we are desperate for the part now. Are we able to purchase a new one and if the sensor I am returning is found to be faulty can I then get a refund? Sorry for the hassle like I said the customer is desperate.

Kind regards

Natasha

GKC Motors
Unit 4,
Alton Business Park
Alton Road
Ross-On-Wye
HR9 5BP

----- Original Message -----

From: "Sarah Walton" <office@viamed.co.uk>

To: "Lee white" <gkcross@btinternet.com>

Sent: Wednesday, 6 Jan, 21 At 11:03

Subject: Re: Viamed Order Delivery Tracking NL224017332GB

Hi Natasha,

Thank you for the information and apologies for calling you Lee in my last email!

Please can you return the sensor using the reference number SRS67689. Our engineer will take a look at the sensor first and then someone will be in touch regarding a replacement.

Kind regards

Sarah Walton

Customer Service Representative

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On Wed, 6 Jan 2021 at 10:42, Lee white <gkcross@btinternet.com> wrote:

Hi

Ive attached the invoice below

Kind Regards

Natasha

----- Original Message -----

From: "Sarah Walton" <office@viamed.co.uk>

To: "Lee white" <gkcross@btinternet.com>

Sent: Wednesday, 6 Jan, 21 At 09:45

Subject: Re: Viamed Order Delivery Tracking NL224017332GB

Dear Lee,

Thank you for your email.

Due to working remotely and recently updating our systems, I am unable to access details of your order last year. Please can you provide the serial number and product information?

Kind regards

Sarah Walton

Customer Service Representative

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On Wed, 6 Jan 2021 at 09:17, Lee white <gkcross@btinternet.com> wrote:

Good morning,

I ordered the following last year but the part has gone faulty, is it possible to get one under warranty?

Kind Regards

Natasha

----- Original Message -----

From: "Sarah Walton" <office@viamed.co.uk>

To: "marisa white" <gkcross@btinternet.com>

Sent: Thursday, 9 Jan, 20 At 15:50

Subject: Re: Viamed Order Delivery Tracking NL224017332GB

Dear Marisa,

Please find attached a copy of your invoice, IN166590.

Kind regards

Sarah Walton

Customer Service Representative

<http://www.viamed.co.uk>

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On Thu, 9 Jan 2020 at 09:36, marisa white <gkcross@btinternet.com> wrote:

Morning,
I ordered the oxygen sensor for GKC Motors, I was just wondering if you had a copy of the invoice
Many Thanks
Tash

GKC Motors
Unit 4,
Alton Business Park
Alton Road
Ross-On-Wye
HR9 5BP

On Tuesday, January 7, 2020, 04:04:42 PM GMT, Sarah Walton
<office@viamed.co.uk> wrote:

Dear Tash,

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

You can track your order on the Royal Mail website, www.royalmail.com, with the following tracking number NL224017332GB.

Kind Regards

Sarah Walton
Customer Service Representative
<http://www.viamed.co.uk>
Email sarah.walton@viamed.co.uk
GDPR / Privacy Policy available at www.viamed.co.uk/policy

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