



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

RE: Request from Magdalena Chyla

1 message

Michalina Masłowska - NEO PLUS SP. Z O.O. <m.maslowska@neoplus.com.pl>
To: kate.griffiths@viamed.co.uk

11 January 2021 at 07:45

Dear Kate,

Thank you very much for your answer. In that case, I will ask for a proforma for transport costs as soon as possible.

Best regards

Michalina Masłowska**NEO PLUS Sp. z o.o.**

Ul. Wierzejska 94/12

97-300 Piotrków Trybunalski

Tel. (+48 44) 616 72 99

Fax: (+48 44) 739 31 40

Mobile (+48) 661 375 204

Email: biuro@neoplus.com.pl

**NEO PLUS Sp. z o.o. Numer KRS: 0000659039; NIP: 771 – 288 – 90 – 02; REGON: 366361409**

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths**Sent:** Friday, January 8, 2021 5:21 PM

To: Michalina Masłowska - NEO PLUS SP. Z O.O. <m.maslowska@neoplus.com.pl>

Subject: Re: Request from Magdalena Chyla

Good afternoon Michalina,

I have been informed by my manager that we would need to issue another proforma invoice for the carriage and wait for this to be paid before we would be able to ship the items. The cost of UPS standard would be \$31.02.

Please let me know how you would like me to proceed.

Many thanks.

Kind regards

Kate Griffiths

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.

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On Fri, 8 Jan 2021 at 13:09, Michalina Masłowska - NEO PLUS SP. Z O.O. <m.maslowska@neoplus.com.pl> wrote:

Hi Kate,

Unfortunately I cannot contact our dpd support team \ unfortunately they don't have information yet.

Then can you give me a price for road transport for me?

I will be very grateful.

Michalina Masłowska

NEO PLUS Sp. z o.o.

Ul. Wierzejska 94/12

97-300 Piotrków Trybunalski

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths
Sent: Friday, January 8, 2021 10:04 AM
To: Michalina Masłowska - NEO PLUS SP. Z O.O. <m.maslowska@neoplus.com.pl>
Subject: Re: Request from Magdalena Chyla

Good morning Michalina,

Thank you for your email, and a Happy New Year to you.

It seems that borders are back to normal. Are you able to contact DPD that you booked the shipment with and ask them if can now collect?

Many thanks.

Kind regards

Kate Griffiths

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On Thu, 7 Jan 2021 at 13:50, Michalina Masłowska - NEO PLUS SP. Z O.O. <m.maslowska@neoplus.com.pl> wrote:

Hi Kate,

I wish you a happy and prosperous New Year!

Thank you very much for the offer sent. Unfortunately, it is way too expensive for us :(

Do you already have any information on opening borders?

Best regards

Michalina Masłowska

NEO PLUS Sp. z o.o.

Ul. Wierzejska 94/12

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths
Sent: Tuesday, December 29, 2020 3:50 PM
To: Michalina Masłowska - NEO PLUS SP. Z O.O. <m.maslowska@neoplus.com.pl>
Subject: Re: Request from Magdalena Chyla

Good afternoon Michalina,

Unfortunately, we are still unable to ship by UPS standard, we could ship by UPS Express saver (by air) but it would be expensive \$148.76.

At the moment I do not know when we will get the standard service back as it is due to border restrictions.

Kind regards

Kate Griffiths

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On Tue, 29 Dec 2020 at 07:47, Michalina Masłowska - NEO PLUS SP. Z O.O. <m.maslowska@neoplus.com.pl> wrote:

Hi Kate,

Hi Kate,

I got such a reply from the DPD courier:

On December 21, 2020, the courier noticed that the sender had not been informed about the shipment.

The order has been cancelled.

From December 21, 2020, import orders from the UK are suspended until further notice.

Can you send by courier from yourself?

Or is everything closed?

Michalina Masłowska

NEO PLUS Sp. z o.o.

Ul. Wierzejska 94/12

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths
Sent: Monday, December 21, 2020 3:18 PM
To: Michalina Masłowska <m.maslowska@neoplus.com.pl>
Subject: Re: Request from Magdalena Chyla

Good afternoon Michalina,

I hope you are well.

Our warehouse team have asked me to check with you that you are aware that DPD will collect your parcel in two weeks time?

Many thanks.

Kind regards

Kate Griffiths

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On Fri, 18 Dec 2020 at 11:25, Michalina Masłowska <m.maslowska@neoplus.com.pl> wrote:

Hi Kate,

Thank you very much for your message.

Best regards

pozdrawiam

Michalina Masłowska

NEO PLUS Sp. z o.o.

Ul. Wierzejska 94/12

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From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Kate Griffiths
Sent: Friday, December 18, 2020 11:35 AM
To: Michalina Masłowska <m.maslowska@neoplus.com.pl>
Subject: Re: Request from Magdalena Chyla

Hi again Michalina,

Your parcel will be ready for collection on Monday.

Many thanks.

Kate Griffiths

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On Fri, 18 Dec 2020 at 09:45, Michalina Masłowska <m.maslowska@neoplus.com.pl> wrote:

Hi Kate,

But I have to pick up the dpd courier myself :)

Sure, there is a lot of work at the end of the year.

Can I order a pickup for Monday then?

Just ask for the exact address with the Warehouse or the responsible person to whom the courier should address.

Best regards

pozdrawiam

Michalina Masłowska

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From: Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Kate Griffiths
Sent: Friday, December 18, 2020 9:50 AM
To: Michalina Masłowska <m.maslowska@neoplus.com.pl>
Subject: Re: Request from Magdalena Chyla

Good morning Michalina,

The payment has now arrived. Many thanks.

We will ship as soon as possible and email a tracking number when the goods leave our warehouse.

Kind regards

Kate Griffiths

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On Fri, 18 Dec 2020 at 08:39, Michalina Masłowska <m.maslowska@neoplus.com.pl> wrote:

Hi Kate,

Did my payment reach you? I will be very grateful for the information.

Best regards

[pozdrawiam](#)

Michalina Masłowska

NEO PLUS Sp. z o.o.

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From: Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Kate Griffiths
Sent: Wednesday, December 16, 2020 2:46 PM
To: Michalina Masłowska <m.maslowska@neoplus.com.pl>
Subject: Re: Request from Magdalena Chyla

Hi Michalina,

The weights and dimensions are on the proforma invoice.

They are as follows:

61x47x42 cm. 7kg

I will look out for your payment.

Many thanks.

Kind regards

Kate Griffiths

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On Wed, 16 Dec 2020 at 13:42, Michalina Masłowska <m.maslowska@neoplus.com.pl> wrote:

Dear Kate,

I am sending the payment confirmation in the attachment.

As for the courier, the courier has everything with him when ordering.

I just need information on how much the package weighs. I have to give him this information.

Best regards

[pozdrawiam](#)

Michalina Masłowska**NEO PLUS Sp. z o.o.**

Ul. Wierzejska 94/12

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From: Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Kate Griffiths
Sent: Friday, December 11, 2020 5:16 PM
To: Michalina Masłowska - NEO PLUS SP. Z O.O. <m.maslowska@neoplus.com.pl>
Subject: Re: Request from Magdalena Chyla

Good afternoon Michalina,

Thank you for your order. Please see attached proforma invoice. Please accept my apologies if I have misunderstood and if you only require 1 x pack of 20 of each.

Please let me know if you require any changes to be made.

Could I ask for your DPD account number?

Many thanks,

Kind regards

Kate Griffiths

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On Fri, 11 Dec 2020 at 13:25, Michalina Masłowska - NEO PLUS SP. Z O.O.
<m.maslowska@neoplus.com.pl> wrote:

Dear Kate,

Please find attached our order. Please confirm.

Can we send our DPD courier for these accessories?

Best regards

Michalina Masłowska

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths
Sent: Thursday, November 5, 2020 2:55 PM
To: Michalina Masłowska - NEO PLUS SP. Z O.O. <m.maslowska@neoplus.com.pl>
Subject: Re: Request from Magdalena Chyla

Hi Michalina,

Thank you for your reply.

I am very well, I hope you are too.

I will await your email about the eye masks, thank you.

The blenders are not currently in stock, but at the moment the lead time is a few weeks. This of course is not taking into account the Christmas holidays or the affect on supply of our second UK lockdown.

The prices are as follows:

0310201 - \$1290 each EXW

0310200 - \$1548 each EXW

0310206 - \$1290 each EXW

0310205 - \$1290 each EXW

If you need further information or advice on which blender would be most suitable, I will forward your email to Ryan Swaine, Export Manager.

Please let me know if I can be of any further assistance.

Many thanks.

Kind regards

Kate Griffiths

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On Thu, 5 Nov 2020 at 13:31, Michalina Masłowska - NEO PLUS SP. Z O.O.
<m.maslowska@neoplus.com.pl> wrote:

Dear Kate,

Thank you very much for your email. I hope you rested and that everything is fine with you.

This is how we got an email from your friend.

We are waiting for the contract with the hospital to be signed and will be ordering within two weeks. We asked about availability because we were afraid that due to the epidemic the waiting time for products was much longer.

I also have a question about Blenders in the attachment if you have them in your offer. We need equipment for high-flow therapy on the Polish market. Do you have such in your offer?

Best regards

Michalina Masłowska

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths
Sent: Thursday, November 5, 2020 10:41 AM
To: Michalina Masłowska - NEO PLUS SP. Z O.O. <m.maslowska@neoplus.com.pl>
Subject: Request from Magdalena Chyla

Good morning,

My colleague Sophie replied to an email from Magdalena Chyla earlier this week. I have not replied to her email as it went into my spam folder so I just wanted to be safe.

Please let me know if I can be of any further assistance with this. It was regarding your team winning a tender for 1114017, 1114016 and 1114015.

Many thanks.

Kind regards

Kate Griffiths

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>

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