



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

**Re: VM2101 Finger pulse oximeter**

1 message

**r.wyld8@btinternet.com** <r.wyld8@btinternet.com>  
To: kate.griffiths@viamed.co.uk

13 January 2021 at 12:28

Hello Kate Griffiths.

Yes, by all means issue a proforma invoice for item 2810011, the MD300-C2 for £25.50 excluding VAT.

My delivery address probably has changed. It is now :-

Robert Wyld  
No 30, St Mary's Rd  
Weybridge  
Surrey  
KT13 9PT

I can certainly make a credit card payment.

Best wishes

Robert

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

From: "Kate Griffiths" <office@viamed.co.uk>  
To: "r.wyld8@btinternet.com" <r.wyld8@btinternet.com>  
Sent: Wednesday, 13 Jan, 2021 At 08:49  
Subject: Re: VM2101 Finger pulse oximeter

Good morning Robert,

Thank you for your reply. We are unable to take orders through the website, but I can issue you with a proforma invoice that can be paid by bank transfer or Paypal (this incurs a 6% of total order fee) or by credit card. Credit card payments may incur a delay as, working remotely, I am unable to take and process your card details, I would have to pass that to a staff member in the warehouse.

If you require a proforma invoice, I would need your invoice and delivery address just in case it is different from the last time you ordered.

I can issue you a proforma invoice this morning if that is acceptable to you.

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>

Email [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)

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On Tue, 12 Jan 2021 at 18:09, [r.wyld8@btinternet.com](mailto:r.wyld8@btinternet.com) <[r.wyld8@btinternet.com](mailto:r.wyld8@btinternet.com)> wrote:

Hello Kate Griffiths

Thank you for your reply and information regarding my old VM2101 finger pulse oximeter.

As you suggest I think that item 2810011, the MD300-C2 for £25.50 excluding VAT would suit me well.

I only require the one item.

So, I should like to order this item.

Is this best done by going to your main website?

Many thanks

Robert

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

From: "Kate Griffiths" <[office@viamed.co.uk](mailto:office@viamed.co.uk)>

To: [r.wyld8@btinternet.com](mailto:r.wyld8@btinternet.com)

Sent: Tuesday, 12 Jan, 2021 At 16:32

Subject: Re: VM2101 Finger pulse oximeter

Good afternoon Robert,

Thank you for your enquiry.

Our records show you purchased the VM2101 in September 2009. I asked a technical colleague and he advised me that it has come to the end of its operational life, the OLED has degraded and unfortunately these are not repairable.

The best solution is to suggest item 2810011, the MD300-C2 which is £25.50 each when purchasing one or item 2810050, the MD300-C29 which is £25 each when purchasing one. Carriage is free for these items and all prices are excluding VAT.

These are considerably cheaper now than when you bought yours in 2009.

Please let me know if you would like a proforma invoice or any further information. I have attached two leaflets for your information.

Many thanks.

Kind regards

Kate Griffiths

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On Tue, 12 Jan 2021 at 16:11, Main Account <[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:

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

From: [r.wyld8@btinternet.com](mailto:r.wyld8@btinternet.com) <[r.wyld8@btinternet.com](mailto:r.wyld8@btinternet.com)>

Date: Tue, 12 Jan 2021 at 16:06

Subject: VM2101 Finger pulse oximeter

To: <[iso@viamed.co.uk](mailto:iso@viamed.co.uk)>

Hello.

I own one of your VM2101 finger pulse oximeters.

Recently the display has become very dim and barely readable.

This despite new batteries and the display set to maximum brightness.

I appreciate that I have had this model for a long time and perhaps it has reached

the end of its shelf life.

The details of the unit are as follows:

VM2101 Finger oximeter

P/N 0012101

s/n 30002999

08/2009

I should appreciate your advice on whether it is worth servicing or replacing.

Thank you

Robert