



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

Product enquiry Ultramax O2, 0111265

Kasia Price <Kasia.Price@hillfoot.com>

Tue, Feb 2, 2021 at 1:50 PM

To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>

Hi Zoey,

I would like to place the order please.

In the end, both the billing and delivery address are in the UK.

<https://www.viamed.co.uk/uk/?uid=&sessionid=&g=&i=2&mobile=&&page=productview&cat=353&subcat=497&productid=0111265>

the product is as above.

The billing address is:

Katarzyna Price

4 Strutts Close,

South Normanton

DE55 3DL

If the delivery is likely to be this week could you please use the same address for delivery.

If not, could you deliver to Hillfoot Steel Ltd, Herries Road, Sheffield S6 1HP

Could you please advise how I can make the payment and what is the ETA?

Thanks & Kind Regards

Kasia

**Kasia Price**

Technical & Quality Manager

0114 250 3639

07753 796 311

Hillfoot

Herries Road

Sheffield

S6 1HP

www.hillfoot.com

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Zoey Teal

Sent: 01 February 2021 16:20

To: Kasia Price <Kasia.Price@hillfoot.com>

Subject: Re: Product enquiry Ultramax O2, 0111265

Hello Kasia,

That would be fine but we will have to add VAT.

Would it be easier if you purchased from our Polish Distributor?

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

Kind regards

Zoey Teal

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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Alternate email: zoey.teal@viamed.me.uk

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On Mon, Feb 1, 2021 at 4:10 PM Kasia Price <Kasia.Price@hillfoot.com> wrote:

Hi Zoe, no problem – thanks for this.

Final (I hope) question – the delivery address is in the UK.

Is it possible to issue an invoice to Polish address (billing address) with delivery address in the UK?

Thanks & Kind Regards

Kasia



Kasia Price

Technical & Quality Manager
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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Zoey Teal
Sent: 01 February 2021 15:59

To: Kasia Price <Kasia.Price@hillfoot.com>
Subject: Re: Product enquiry Ultramax O2, 0111265

Hello Kasia,

The warranty is 36 months from the date on the invoice.

It has a medical tariff code, so there should not be any duty, but you will have to pay the local VAT and maybe a handling charge.

We can supply if the delivery is within the UK.

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

Kind regards

Zoey Teal

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On Mon, Feb 1, 2021 at 3:54 PM Kasia Price <Kasia.Price@hillfoot.com> wrote:

No problem Zoey, I can send it there myself.

Could you clarify if the 36 months warranty is yours or manufacturers

Could you also clarify (if you know) what duty (if any) applies?

I know that sending stuff to the EU is rather complex these days 😊

Thanks & Regards

Kasia



Kasia Price

Technical & Quality Manager

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Zoey Teal
Sent: 01 February 2021 15:50
To: Kasia Price <Kasia.Price@hillfoot.com>
Subject: Re: Product enquiry Ultramax O2, 0111265

Hello Kasia,

Thank you for your reply.

Unfortunately we can not ship to poland. If you would like me to give you the details of our Distributor in Poland, please let me know.

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

Kind regards

Zoey Teal

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On Mon, Feb 1, 2021 at 3:35 PM Zoey Teal <zoey.teal@viamed.co.uk> wrote:

Hello Kasia,

Please may I ask where?

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

Kind regards

Zoey Teal

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On Mon, Feb 1, 2021 at 3:35 PM Kasia Price <Kasia.Price@hillfoot.com> wrote:

Hi Zoey, do you ship to the EU and if so, whats the cost please?

Ta

**Kasia Price**

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Zoey Teal
Sent: 01 February 2021 15:32
To: Kasia Price <Kasia.Price@hillfoot.com>
Subject: Product enquiry Ultramax O2, 0111265

Good afternoon Kasia,

Thank you for your email.

The price of part number 0111265 is £450.00 each. There are not any discounts I am afraid.

The carriage charge for this device is £10.00.

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

Kind regards

Zoey Teal

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On Mon, Feb 1, 2021 at 3:25 PM Main Account <office@viamed.co.uk> wrote:

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

From: **Kasia Price** <Kasia.Price@hillfoot.com>
Date: Mon, 1 Feb 2021 at 15:22
Subject: product enquiry Ultramax O2, 0111265
To: sales@viamed.co.uk <sales@viamed.co.uk>

Good afternoon,

Could you please confirm the availability for the above product and its price?

If you could also confirm any discounts available for bulk buy (and what Qty classifies as "bulk").

PS – this isn't an enquiry from Hillfoot (totally unrelated business), I just happen to be enquiring during my very late lunch.

Thanks & Kind Regards

Kasia



Kasia Price
Technical & Quality Manager

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