



Sarah Walton &lt;viamed.sarah.walton@gmail.com&gt;

**RE: P.O. 2551, P.O. 2552**

1 message

**Info Cortessis** <info@cmedical.gr>

8 February 2021 at 11:04

To: "sarah.walton@viamed.co.uk" &lt;sarah.walton@viamed.co.uk&gt;

Cc: Διαμαντής Κοπρέσης &lt;diamantis@cmedical.gr&gt;

Dear Sarah,

please proceed with the dispatch of the items. It's noted that the invoice total price after the shipment should be 2211 €.

Also please send us the invoice, delivery note when available and the tracking number for this shipment, since there appears to be random delays in items coming from UK, it would help us better arrange the pickup.

Thank you

We are at your disposal for any further information.

Best Regards,

Vagelis Gkelas

**P.S.: Shipment Details Request:** Please be so kind to let us know the package details and the relative costs

whenever is possible before Wednesdays so that (in case we choose our forwarder) we be able to pick up the

goods by Fridays without delays.



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web site: [www.cortessismedical.gr](http://www.cortessismedical.gr)

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Sarah Walton  
**Sent:** Monday, February 8, 2021 11:56 AM  
**To:** Info Cortessis <[info@cmedical.gr](mailto:info@cmedical.gr)>  
**Cc:** Διαμαντής Κορτέσης <[diamantis@cmedical.gr](mailto:diamantis@cmedical.gr)>  
**Subject:** Re: P.O. 2551, P.O. 2552

Good morning Vagelis,

Please accept my reply.

We have your order for 9 x VM-2160 units ready for shipping. The dimensions and weight is as follows - 61 x 47 x 25 cm. 7.40kg. Standard shipment service has increased slightly and is now €29.40. Please let me know how you would like to proceed.

I have added a note to your account regarding checking the freight charge with you first before shipping any future orders.

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.**

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On Fri, 5 Feb 2021 at 11:48, Info Cortessis <[info@cmmedical.gr](mailto:info@cmmedical.gr)> wrote:

Dear Zoey,

thank you very much for your fast reply.

We'd like to kindly request to inform us prior to any action of dispatch from now on, since there are custom expenses now which can be comparable to the goods value.

In this case it would be preferable to dispatch both orders together, so the total expenses would be lower.

Since it is not quite clear yet how the customs clearance procedure will carry out in this case, could you please inform us whether ups will contact us for further details?

Thank you

We are at your disposal for any further information.

Best Regards,

Vagelis Gkelas

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Zoey Teal  
**Sent:** Friday, February 5, 2021 12:53 PM  
**To:** Info Cortessis <[info@cmedical.gr](mailto:info@cmedical.gr)>  
**Cc:** Sarah Walton <[sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk)>  
**Subject:** P.O. 2551, P.O. 2552

Dear Vagelis,

Please accept my reply.

I can confirm that your order 2552 has been shipped.

Please find a copy of your invoice below for reference.

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.

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

Email: [zoey.teal@viamed.co.uk](mailto:zoey.teal@viamed.co.uk)

Alternate email: [zoey.teal@viamed.me.uk](mailto:zoey.teal@viamed.me.uk)

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**From:** Info Cortessis <[info@cmedical.gr](mailto:info@cmedical.gr)>  
**Date:** Fri, 5 Feb 2021 at 10:02  
**Subject:** RE: P.O. 2551, P.O. 2552  
**To:** [sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk) <[sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk)>  
**Cc:** Διαμαντής Κορτέσης <[diamantis@cmedical.gr](mailto:diamantis@cmedical.gr)>

Dear Sarah, good morning I hope this mail finds you well and healthy.

We just received note from ups that there is a parcel coming from Viamed, ([1Z9W96386844319470](#))

Can you please confirm that's our orders and not a fake mail?

We are at your disposal for any further information.

Best Regards,

Vagelis Gkelas

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Sarah Walton  
**Sent:** Wednesday, January 27, 2021 4:43 PM  
**To:** Info Cortessis <[info@cmedical.gr](mailto:info@cmedical.gr)>  
**Cc:** Διαμαντής Κορτέσης <[diamantis@cmedical.gr](mailto:diamantis@cmedical.gr)>  
**Subject:** Re: P.O. 2551, P.O. 2552

Good afternoon Vagelis,

I have asked our Commercial Director to follow up with the factory in Germany again. I think there have been a few delays due to waiting on components for the units and having limited staff due to Covid19. I will update you tomorrow once I have more information.

Kind regards

Sarah Walton

Customer Service Representative

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On Wed, 27 Jan 2021 at 10:36, Info Cortessis <[info@cmedical.gr](mailto:info@cmedical.gr)> wrote:

Der Sarah,

Good evening, I hope you are doing well and staying healthy.

Are there any news about our orders? Or any rough estimation about the dispatch date?

Thank you

We are at your disposal for any further information.

Best Regards,

Vagelis Gkelas

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Sarah Walton  
**Sent:** Friday, January 15, 2021 1:58 PM  
**To:** Info Cortessis <[info@cmedical.gr](mailto:info@cmedical.gr)>  
**Cc:** Διαμαντής Κορτέσης <[diamantis@cmedical.gr](mailto:diamantis@cmedical.gr)>  
**Subject:** Re: P.O. 2551, P.O. 2552

Dear Vagelis,



Happy New Year to you all.

We are still waiting for stock to arrive from the factory in Germany. I will ask for an update and let you know.

Regarding the freight charges, I have checked and these are still the same.

Kind regards

Sarah Walton

Customer Service Representative

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On Fri, 15 Jan 2021 at 11:27, Info Cortessis <[info@cmedical.gr](mailto:info@cmedical.gr)> wrote:

Dear Sarah,

Good morning, we wish you a happy and healthy 2021, our best wishes for you and your coworkers.

Could you please give us an update for the pending order 2551 and 2552? Is there a timeframe for the dispatch?

Also, are the order confirmations that you have sent us (CVM127556, CVM127570) still in effect? They include transport costs which we aren't sure if they are still the same after Brexit.

Please advise.

We are at your disposal for any further information.

Best Regards,

Vagelis Gkelas

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