



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

RE: Website question

1 message

Debbie Summers <debbie@elhamvalley.com>

15 March 2021 at 11:10

To: "kate.griffiths@viamed.co.uk" <kate.griffiths@viamed.co.uk>

That sounds great Kate - how do I arrange payment? If it can be sent as soon as possible I would be grateful.

Are we able to send the faulty one in to be looked at /repaired?

Many thanks for your assistance,

Kind regards,

Debbie Summers RVN, NCert (Anaesth)
Head Veterinary Nurse

Elham Valley Referrals
24 Barham Business Park
Barham, nr. Canterbury
Kent
CT4 6DQ
01303 840499

----- Original message -----

From: Kate Griffiths <office@viamed.co.uk>

Date: 15/03/2021 10:48 (GMT+00:00)

To: Debbie Summers <debbie@elhamvalley.com>

Subject: Re: Website question

Hi Debbie,

No problem. The price of a replacement DB3 veterinary version, part number 2510011 is £219 each, plus £10 carriage, plus VAT.

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 Sun, 14 Mar 2021 at 18:36, Debbie Summers <debbie@elhamvalley.com> wrote:

Dear Kate,

Many thanks for your response.

I am not in work until the end of the week, but will endeavour to obtain the serial number as soon as possible. We bought the unit from you (I believe) more than 10 years ago.

In the meantime, we would like to order a replacement as we need one for a muscle relaxed surgery we have booked for Friday. Is it possible for you to give me the cost of a new unit? We would be looking to order ASAP.

Thanks again,

Kind regards,

Debbie Summers RVN, NCert (Anaesth)
Head Veterinary Nurse

Elham Valley Referrals
24 Barham Business Park
Barham, nr. Canterbury
Kent
CT4 6DQ
01303 840499

----- Original message -----

From: Kate Griffiths <office@viamed.co.uk>
Date: 14/03/2021 18:21 (GMT+00:00)

To: Debbie Summers <debbie@elhamvalley.com>
Subject: Website question

Good evening Debbie,

Thank you for your enquiry via our website.

Please could I ask for the serial number of the Veterinary Microstim DB3, then I can advise you further. Also, please could I ask for the nature of the fault if possible?

Many thanks.

Kind regards

Kate Griffiths

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