



Main Account <viamedinbox@gmail.com>

Re: Website question

1 message

Kate Griffiths <office@viamed.co.uk>
Reply-To: kate.griffiths@viamed.co.uk
To: Debbie Summers <debbie@elhamvalley.com>

16 March 2021 at 10:55

Hi Debbie,

Many thanks for your payment. I have asked my colleagues to process your order as soon as possible, but they have not guaranteed they will be able to produce your device in time for you to receive it for this Friday as you mentioned.

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

Tel: +44 (0)1535 634542

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On Tue, 16 Mar 2021 at 09:01, Debbie Summers <debbie@elhamvalley.com> wrote:

Good morning Kate,

I have had confirmation that the invoice has been paid.

We look forward to receiving the unit.

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 11:58 (GMT+00:00)
To: Debbie Summers <debbie@elhamvalley.com>
Subject: Re: Website question

Hi Debbie,

Please see attached proforma invoice as requested, please let me know if you require any changes to be made. I have asked the production team if it would be possible for you to receive this for Friday, I am awaiting their reply.

If you would like to send in the faulty DB3 for repair, the returns reference number you need is SRS67764.

The address to return it to is as follows:

Viamed Limited, Repairs Team SRS67764, 15 Station Road, Cross Hills, Keighley, West Yorkshire, BD20 7DT.

Please could you quote the reference number **SRS67764** on or in the parcel so we can tie the item to your account?

When we receive the item, our repairs team will take a look and we will contact you again.

We always send a quotation before undertaking any work.

Many thanks.

Kind regards

Kate Griffiths

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On Mon, 15 Mar 2021 at 11:10, Debbie Summers <debbie@elhamvalley.com> wrote:

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

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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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