



Ryan Swaine <viamed.ryan.swaine@gmail.com>

Re: Order SRS67769 Tracking NL577498529GB

1 message

Stephen Chapman <a3swc@sky.com>
To: ryan.swaine@vandagraph.co.uk

4 May 2021 at 12:01

Hi Ryan
As my previous email dated 26.04.21.
I have not received any packages from yourselves

Regards
Stephen
Stephen Chapman

On 4 May 2021, at 11:51, Ryan Swaine <office@viamed.co.uk> wrote:

Hi Stephen

Have you had any luck, has the device turned up? I have had no news from the post office since we lodged the complaint, so I am not sure what is going on.

Best regards

Ryan

Ryan Swaine
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Mon, 26 Apr 2021 at 10:29, Stephen Chapman <a3swc@sky.com> wrote:
Good Morning Ryan

Just keeping you in the loop unfortunately Royal Mail hasn't delivered the analyser

Regards
Stephen

On 15 Apr 2021, at 16:37, Ryan Swaine <office@viamed.co.uk> wrote:

Hi Stephen

Please accept my reply.

I am sorry for the inconvenience. It seems, according to Royal Mail, that it is acceptable to not get proof of delivery during the Covid period, even though we have paid extra for this service.

We have submitted a claim to Royal Mail and the last time we did this, the parcel arrived shortly after. I am not convinced this will happen, but I would like to give it until the end of next week if that is okay with you?

If we have no response from Royal Mail, then we will organise a replacement at our cost.

I am sorry for the inconvenience.

Please let me know if you have any questions and please let me know if you either receive something from Royal Mail, your goods turn up or you receive nothing by next Friday.

Best regards

Ryan

Ryan Swaine
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Thu, 15 Apr 2021 at 07:06, Stephen Chapman <a3swc@sky.com> wrote:

Good morning Gail

Sorry I missed your call yesterday last night I checked with all my neighbours and also my safe places unfortunately there is no delivery, surely Royal mail would want proof of delivery from the contracted carrier (Picture of proof of delivery if no one is responding from within the household).

Regards
Stephen

On 14 Apr 2021, at 10:33, Gail Bell <office@viamed.co.uk> wrote:

Good morning Stephen,

I have tried calling you this morning and had to leave a message.

I have been in contact with Royal Mail Customer Services who insist that the parcel was delivered with no further details.

However, I have logged this with Royal Mail. In the meantime would you please double check with neighbours that the parcel may have been left with them or any other place near by you such as wheelie bins etc before we go any further.

Sorry again for any inconvenience this may be causing.

Kind regards

Gail Bell
<http://www.vandagraph.co.uk/>
Email gail.bell@vandagraph.co.uk
Tel: +44 (0)1535 634900
Fax: +44 (0)1535 635582

Company registered in England, No. 02332105.

E-mail Disclaimer

The information in this email is confidential and may be legally privileged.
It is intended solely for the addressee. Access to this email by anyone else is unauthorized.
If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634900

On Tue, 30 Mar 2021 at 14:17, Gail Bell <gail.bell@vandagraph.co.uk> wrote:

Dear Stephen Chapman,

I am writing to inform you that your order, SRS67769 has been dispatched.

You can track your order reference SRS67769 on the Royal Mail website, www.royalmail.com, with the following tracking number NL577498529GB.

Please see attached delivery note, DAN129503-1 and a copy of your invoice, RAN129503-1.

Kind Regards

Gail Bell
Vandagraph Ltd
gail.bell@vandagraph.co.uk