



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

RE: Order gidive

1 message

Gidive Store <info@gdivestore.com>

To: ryan.swaine@vandagraph.co.uk

Dear Ryan,

According to the tracking number they have canceled the import, the package returns to you.

Please, can you resend the material urgently?

The order left in May, 2 months have passed. And we need it urgently.

We also need this new order:

4 x 0110217	Vandagraph Sensor Oxígeno R-17VAN para VN202 / Tek-Ox
1 x 0110224	Vandagraph R-33DE Oxygen Sensor for Analox O2EII
1 x 0110225	Vandagraph R-22DEM Oxygen Sensor for Analox O2EII Molex

Detalle x Traductor de Google x (8) WhatsApp x Facebook

← → ↻ correos.es/es/es/herramientas/localizador/envios/detalle?tracking-number=RV920508065GB

Gidive Gidive Store Correos Mares Scubapro Amer Sports Fourth Element BigBlue GoPro Nautilus Diving Dive Travel

  **Particular** Empresa

Pendiente de tramitación aduanera
21 de mayo, 2021 · 14:05
El envío va a iniciar el trámite aduanero
[Más info](#)

En tramitación aduanera
21 de mayo, 2021 · 18:40
El envío está en espera de presentación a la Aduana
[Más info](#)

En tramitación aduanera
22 de mayo, 2021 · 18:32
El envío está siendo gestionado por el agente aduanero
[Más info](#)

 **Importación cancelada**
5 de julio, 2021 · 08:37
Se procede a la devolución de este envío por el agente aduanero de de
[Más info](#)

Salida de oficina de cambio
6 de julio, 2021 · 10:57
El envío ha salido del centro logístico internacional de origen y se ha cu

 En entrega

 Entregado

Windows Escribe aquí para buscar



Si tuvieras alguna otra cuestión, no dudes en decírnoslo.

Muchas gracias de nuevo

Saludos cordiales

Belinda García



Gidive Sports, SL

C/ President Macià, 70 | 17230 - Palamós (Girona)

Tel.: +34 872 21 64 53 | www.gidivestore.com



De: Main Account [mailto:viamedinbox@gmail.com] **En nombre de** Ryan Swaine
Enviado el: jueves, 8 de julio de 2021 13:29
Para: Gidive Store
Asunto: Re: Order gidive

Hi Toni

I am really sorry for the delay, but it looks like your delayed parcel has finally been released from customs and is on it's way to you now. Please let me know if it does or does not arrive i

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 Tue, 29 Jun 2021 at 15:23, Gidive Store <info@gidivestore.com> wrote:

Our local post office have no more information than us.

The package is in customs or lost, but we can't do more.

Is the sender the responsible for claiming or request return.

Please, send the order again and we will contact you if the order arrives. And you can charge again when the order arrive.

But we need a solution

Muchas gracias de nuevo

Saludos cordiales

Toni Ferrer



Gidive Sports, SL

C/ President Macià, 70 | 17230 - Palamós (Girona)

Tel.: +34 872 21 64 53 | www.gidivestore.com



De: Main Account [mailto:viamedinbox@gmail.com] **En nombre de** Ryan Swaine
Enviado el: martes, 29 de junio de 2021 15:59
Para: Gidive Store
Asunto: Re: Order gidive

Hi Toni

We will process your order, thank you.

With regards to your previous order, would it be possible for you to call your local company: Correos 915 197197, as I believe it is stuck in customs

Tracking number: **RV920508065GB**

I am sure that our local post office can do anything, but I will try and put in a claim.

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 Tue, 29 Jun 2021 at 11:29, Gidive Store <info@gidivestore.com> wrote:

Hello ryan,

Option 1, please,

Concerning the pending delivery, as a responsible of the shipment, please, claim again or reship urgently the order.

This is really very urgent and we need an answer.

Looking forward your answer.

Muchas gracias de nuevo

Saludos cordiales

Toni Ferrer



Gidive Sports, SL

[C/ President Macià, 70 | 17230 - Palamós \(Girona\)](#)

Tel.: +34 872 21 64 53 | www.gidivestore.com



De: Main Account [<mailto:viamedinbox@gmail.com>] **En nombre de** Ryan Swaine

Enviado el: lunes, 28 de junio de 2021 18:48

Para: Gidive Store

Asunto: Re: Order gidive

Hi Toni

I am very well, thank you very much. I hope you are too.

I regret to inform you that we are currently out of stock of the R-33DE sensors. We are aiming to have them available by the end of July/ early August. I am very sorry for the incon

Please can you let me know if you would like us to:

- 1) Dispatch the R-17VAN and R-22VAN and leave your R-33DE on back order?
- 2) Dispatch the R-17VAN and R-22VAN and cancel the R-33DE from your order?
- 3) Dispatch the complete order when all the items are available?

I will await your reply.

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, 28 Jun 2021 at 17:05, Gidive Store <info@gidivestore.com> wrote:

Hello Ryan,

I hope you are fine.

Please, find below our new order.

2 x 0110232 Vandagraph Sensor R-22VAN

4 x 0110217 Vandagraph Sensor Oxígeno R-17VAN para VN202 / Tek-Ox

1 x 0110224 Vandagraph R-33DE Oxygen Sensor for Analox O2EII

Best regards
Toni ferrer