



Cathy Green <viamed.cathy.green@gmail.com>

Your order PO 775054

1 message

tom@humanmeduk.com <tom@humanmeduk.com>
To: "Kovacevic, Vidoja" <vidoja.kovacevic@nuigalway.ie>
Cc: zoey.teal@viamed.co.uk, cathy.green@viamed.co.uk

22 July 2021 at 15:52

Hi Vidoja,

I hope you are well.

I am extremely sorry to say that we are still having a problem with one item on the above order. Our third party suppliers have not managed to ship us an adequate replacement supply of the 533231 connection tubing. We have all of the other items on the order ready to ship.

In order to avoid any further delay to shipping your order I propose the following:

- We will ship all items except 533231 and invoice for the shipped items only, leaving the 533231 on back order until we have a supply.
- Should you wish to cancel this item and seek an alternative supply, please let me know.
- In order to maintain your service we have secured a small supply of a suitable single-use sterile tubing set, in small cases of four units per case. I will arrange for one box of four to be shipped, without charge, together with the available items on your order.

Sincerest apologies for the extra work and inconvenience and I hope that this does not cause too much of an accounting and stock management headache for you and your colleagues.

Please let me know if this plan is acceptable to you and we will ship asap.

Kind regards,

Tom

Tom Ladds

UK Sales & Operations Director

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tom@humanmeduk.com



23/07/2021

Gmail - Your order PO 775054

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