



Main Account <viamedinbox@gmail.com>

Re: Re:

1 message

Kate Griffiths <office@viamed.co.uk>
Reply-To: kate.griffiths@viamed.co.uk
To: UK Info <UKinfo@vtherm.com>

27 July 2021 at 16:02

Good afternoon Kenny,

I am sorry to hear that the sensor has failed. Please could you return it to us for a warranty replacement? When you send it back to us, please could you quote the reference number **SRS67908** on or in the parcel so we can tie it to your account?

The address to send it to is as follows:

Repairs Team, SRS67908, Viamed Limited, 15 Station Road, Cross Hills, Keighley, West Yorkshire, BD20 7DT.

Please let me know if I can be of any further assistance.

Many thanks.

Kind regards

Kate Griffiths

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 be answered remotely, but please continue to use email where possible.

<http://www.viamed.co.uk>

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

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On Tue, 27 Jul 2021 at 14:59, UK Info <UKinfo@vtherm.com> wrote:

Hi Kate,

We have had an out of box failure on one of the sensors we purchased from you.

VM-0110425 – FK70799030.

Can we please have a replacement, and I can arrange to send this faulty one back to you?

Kind Regards,

Kenny

Kenny Ross | Servicing Support | **Solus Medical (a Vapotherm Company)**

2 Dryden Loan, Bilston Glen Industrial Estate, Loanhead, Midlothian, EH20 9HR.

Office: 0345 305 8098 | **Direct: 0131 285 8435** | Email: kross@vtherm.com



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From: UK Info
Sent: 02 October 2020 12:37
To: 'kate.griffiths@viamed.co.uk' <kate.griffiths@viamed.co.uk>
Subject: RE: Re:

Hi Kate,

Yes, please proceed.

I will let the team know about the delays – thanks!

Kind Regards,

Kenny Ross | Servicing Support | **Solus Medical (a Vapotherm Company)**

2 Dryden Loan, Bilston Glen Industrial Estate, Loanhead, Midlothian, EH20 9HR.

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths
Sent: 02 October 2020 12:34
To: UK Info <UKinfo@vtherm.com>; Kenneth Ross <KRoss@vtherm.com>
Subject: Re:

Good afternoon Kenny,

Thank you for your purchase order.

Please could I inform you that item 0110022 has a price of £32 each. Are you happy for me to proceed with your order?

Also, item 0110041 has a lead time of approximately 4-5 weeks, and item 0110022 may also be delayed.

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

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On Fri, 2 Oct 2020 at 12:15, Main Account <office@viamed.co.uk> wrote:

----- Forwarded message -----

From: **UK Info** <UKinfo@vtherm.com>

Date: Fri, 2 Oct 2020 at 12:11

Subject:

To: orders@viamed.co.uk <orders@viamed.co.uk>

Please find attached our purchase Order for goods requested.

Please advise of timescale for delivery.

Kind Regards,

Kenny Ross | Servicing Support | **Solus Medical** (a **Vapotherm Company**)

2 Dryden Loan, Bilston Glen Industrial Estate, Loanhead, Midlothian, EH20 9HR.

Office: 0345 305 8098 | **Direct: 0131 285 8435** | Email: kross@vtherm.com



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11/08/2021

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