



Gail Bell <viamed.gail.bell@gmail.com>

Fwd: ORDER

1 message

Ryan Swaine <office@viamed.co.uk>

27 September 2021 at 15:12

Reply-To: ryan.swaine@vandagraph.co.uk

To: Gail Bell <gail.bell@vandagraph.co.uk>, Michael Lamb <michael.lamb@vandagraph.co.uk>

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

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

From: **Tehnopol** <tehnopol@evj-kabel.net>
Date: Mon, 27 Sept 2021 at 15:01
Subject: ORDER
To: <ryan.swaine@vandagraph.co.uk>

Hello Ryan,
we would like to order:

2 pcs Oxygen Analyser VN202**2 pcs sensor for VN202****1 pc sensor Max250+**

our data:
Tehnopol d.o.o.
Studenčice 53A
SI-1215 Medvode, Slovenia
Vat# SI45807566

Is it possible to use some other than RM? Last time transport and customs procedure has taken almost a month and package was opened carelessly. In the past we've received it in couple of days.

Best regards
Petra

Lep pozdrav!
Best Regards!

Petra Polovšek

Tehnopol d.o.o.
SI-1215 Slovenija-EU
T:00386 1 3616750
[e-mail:tehnopol@evj-kabel.net](mailto:tehnopol@evj-kabel.net)
www.medi-sport.net

Tehnopol je 31.08.2021 ob 14:03 napisal:

Dear Ryan,
thank you for your concern. I'm also not sure what the message mean.... hoping for "customs clearance is done".

I'll try to reach them tomorrow, today no one has picked up the phone. We have called them many time and try to solve the problem with address (previous email). we've sent also all docs. Hoping they won't send it back to you.

best regards
Petra

Lep pozdrav!
Best Regards!

Petra Polovšek

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Ryan Swaine je 31.08.2021 ob 12:28 napisal:

Dear Lep

I am sorry this is taking so long.

Your order has been handed over to your local delivery company Sledenje Posiljk and I believe it is currently with your customs authorities? I have tracked it and the following information appeared, but I can not fully understand it, even when I translate it. Maybe you can make sense of it:

Varnostna koda Sprejemna številka

 **7gkeyv** **RV920490617GB**

Sledenje - podatki o pošiljki

31/08/2021

nke

6 Pošiljka vrnjena iz uvozne carine
SILJUA

7 Odprava iz uvozne izmenjalne pošte
SILJUA

11/08/2021

5 Pošiljka zadržana na uvozni carini
SILJUA

4 Pošiljka predložena uvozni carini
SILJUA

3 Prispetje na uvozno izmenjalno pošto
SILJUA

07/08/2021

2 Odprava iz izvozne izmenjalne pošte
GBLALA

04/08/2021

1 Oddaja pošiljke / prevzem pošiljke ob sprejemu
Leeds MC

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, 31 Aug 2021 at 08:28, Tehnopol <tehnopol@evj-kabel.net> wrote:

Hello Ryan,
payment receipt of last invoice.

Unfortunately, we haven't received the shipment yet. It's taken almost a month. :(

best regards
Petra

Lep pozdrav!
Best Regards!

Petra Polovšek

Tehnopol d.o.o.
SI-1215 Slovenija-EU
T:00386 1 3616750
[e-mail:tehnopol@evj-kabel.net](mailto:tehnopol@evj-kabel.net)
www.medi-sport.net

Tehnopol je 18.08.2021 ob 14:06 napisal:

Hello Ryan,
thank you. I'll let you know if we need any confirmation from you that we are receiver.

Lep pozdrav!
Best Regards!

Petra Polovšek

Tehnopol d.o.o.
SI-1215 Slovenija-EU
T:00386 1 3616750
[e-mail:tehnopol@evj-kabel.net](mailto:tehnopol@evj-kabel.net)
www.medi-sport.net

Ryan Swaine je 18.08.2021 ob 10:49 napisal:

Hi Petra

I am really sorry to hear that, please let me know if there is anything you need.

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 Wed, 18 Aug 2021 at 08:13, Tehnopol <tehnopol@evj-kabel.net> wrote:

Hello Ryan,
there is some issue with our parcel. We're still waiting for it.
Finally I've found who is RM's partner and it seems the

package has no data - our address on and no documents. all this time being stuck on Customs.

I've spoken with them and hope we can get it and they won't send it back.

best regards
Petra

Lep pozdrav!
Best Regards!

Petra Polovšek

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Ryan Swaine je 4.08.2021 ob 13:52 napisal:

Dear Petra

Thank you very much for your order, I hope you are keeping well.

Your order will be dispatched today.

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 Wed, 4 Aug 2021 at 12:33, Tehnopol
<tehnopol@evj-kabel.net> wrote:

Dear Ryan and Jean,
we would like to order **2 pcs sensor for VN202**.

our data:
Tehnopol d.o.o.
Studenčice 53A
SI-1215 Medvode, Slovenia
Vat# SI45807566

Best regards
Petra

Lep pozdrav!
Best Regards!

Petra Polovšek

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