



Sophie Lines <viamed.sophie.lines@gmail.com>

Fwd: Website question

1 message

Main Account <office@viamed.co.uk>

Mon, Nov 1, 2021 at 7:11 AM

To: Sophie Lines <sophie.lines@vmsecure.me.uk>

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

From: **Mostafa Agwa** <eng.agwa@gmail.com>

Date: Sun, 31 Oct 2021 at 13:03

Subject: Re: Website question

To: <kate.griffiths@viamed.co.uk>

Good afternoon kate

I need proforma invoice using this name

Assad Elsaid Ahmed Elsayed

I need 2 sensor as paid sample and just take approve on it i will order the full quantity

On Thu, Oct 28, 2021, 2:49 PM Kate Griffiths <office@viamed.co.uk> wrote:

Good afternoon Mostafa,

I have checked with our warehouse, and the maximum number of sensors that we can ship for **around \$100** is two (similar to the original proforma invoice sent to you previously).

As you are aware, we use UPS for shipping, but you can of course arrange your own courier.

You mentioned shipping five sensors, this would cost \$141 approximately. (UPS rates change daily).

Please let me know how you would like me to proceed.

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.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

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 634542

On Wed, 27 Oct 2021 at 17:10, Mostafa Agwa <eng.agwa@gmail.com> wrote:

Ok I don't want a free sample I want a paid sample But I want to know the cost of shipping. I want the cheapest shipping cost and I want to reach the nearest point equal to the price of the sample with the lowest shipping costs and most importantly that the shipping be fast or In other words, you sent an invoice for 2 pieces, the shipping cost is 100 dollars, what is the largest number of sensors that can be shipped at a cost of 100 dollars, if it is possible to ship five sensors or more at the same cost, this will be better in order to divide the shipping cost on a larger number of pieces, so the shipping cost for one piece will decrease

On Wed, Oct 27, 2021, 4:49 PM Kate Griffiths <office@viamed.co.uk> wrote:

Hi Mostafa,

I have checked with our export manager, and he confirms we are unable to send a free of charge sample. Do you need me to amend the proforma invoice for you to purchase 1 x 0110122 R-22A oxygen sensor?

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.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

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 634542

On Wed, 27 Oct 2021 at 14:05, Mostafa Agwa <eng.agwa@gmail.com> wrote:

Ok thats good i want it unboxed but I want a sample to be approved and then I will order the full quantity

On Wed, Oct 27, 2021, 2:42 PM Kate Griffiths <office@viamed.co.uk> wrote:

Hi Mostafa,

Here are the answers to your questions:

Method of payment - bank transfer (BACS). The payment details are at the bottom of the proforma invoice on the left hand side. I can change to PayPal if you prefer, this will incur a 6% fee of the total order and I would need to update the proforma invoice.

How long will it take for me to receive the shipment? - the sensors are in stock and we would ship as soon as possible after receipt of payment. We would send a tracking number when the goods leave our warehouse.

Will every sensor be in a can like in photo? - They are not in cans, each sensor will be supplied in a gas barrier bag and is either bulk backed in boxes of 30 to a box, or is individually boxed per sensor **(the unboxed option is on the proforma invoice)**



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.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

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 634542

On Wed, 27 Oct 2021 at 12:15, Mostafa Agwa <eng.agwa@gmail.com> wrote:

And i need to know method of payment

On Wed, Oct 27, 2021, 12:26 PM Mostafa Agwa <eng.agwa@gmail.com> wrote:

And i need to know How long will it take for me to receive the shipment?

On Wed, Oct 27, 2021, 12:24 PM Mostafa Agwa <eng.agwa@gmail.com> wrote:

Ok thats good but i need to know evry sensor will be in can like this in photo or withot can and i need new sealed fresh

On Wed, Oct 27, 2021, 10:03 AM Kate Griffiths <office@viamed.co.uk> wrote:

Good morning Mostafa,

Please see attached updated proforma invoice for 200 x 0110122 R-22A. This shows the carriage charge for the sensors UNBOXED.

I am unable to provide two proforma invoices for the same items. **The weights and dimensions for the sensors BOXED are as follows:**

(2 boxes), 1 at 61x47x47 cm, 13 kg and 1 at 36x36x25 cm, 2.50 kg. The cost for this would be **\$493.04** (compared to \$311.92 unboxed). I am unable to make the carriage charge cost any less, but you could use your own courier (EXW).

Please let me know if you require any changes to be made eg. EXW.

Below are photographs of the sensor as requested.





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.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

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 634542

On Tue, 26 Oct 2021 at 13:37, Mostafa Agwa <eng.agwa@gmail.com> wrote:

Ok but if you can do two proforma invoice one if every sensor individually box and i need the image of sensor

On Mon, Oct 25, 2021, 11:19 AM Kate Griffiths <office@viamed.co.uk> wrote:

Hi Mostafa,

Thank you for your reply.

I believe my colleague Sophie checked whether you would prefer the R-22AV Oxygen Sensor (part number 0110132) instead, but you prefer the R-22A. I will update your proforma invoice very soon to show 200 x 0110122 (R-22A) at \$23.20 each.

The carriage will be more expensive than it was, as you now require 200 sensors. **Please could I ask whether you require these sensors individually boxed?** I can then get a new carriage charge and proceed with your proforma invoice. The sensors will of course be packaged safely and carefully either way.

You can of course arrange your own courier if you prefer. We use UPS.

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.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

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 634542

On Fri, 22 Oct 2021 at 13:44, Mostafa Agwa <eng.agwa@gmail.com> wrote:

Phone number : 0096871980504

I am a reseller and i want price for 200 pcs and the price of shipping using UPS is very high i need low price for shipping

On Fri, Oct 22, 2021, 10:47 AM Kate Griffiths <office@viamed.co.uk> wrote:

Good morning Mostafa,

Please see attached proforma invoice. Please let me know if you require any changes to be made.

Do you have a telephone number I can add to the proforma invoice please?

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.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

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 634542

On Thu, 21 Oct 2021 at 17:18, Mostafa Agwa <eng.agwa@gmail.com> wrote:

Company name : ..
Shipping address is
Country : Sultanate of Oman
State : Al Batinah South
City : Barka / Zip Code : 320
Street : el souq street

On Thu, Oct 21, 2021, 2:52 PM Kate Griffiths <office@viamed.co.uk> wrote:

Good afternoon Mostafa,

Thank you for your reply.

In order to email you a proforma invoice detailing all charges, **I would need your delivery and invoice addresses in order to set up a new account for you.**

I am unable to work out the shipping costs without your full delivery address.

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.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

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 634542

On Thu, 21 Oct 2021 at 13:47, Mostafa Agwa <eng.agwa@gmail.com> wrote:
My address is oman country and state is barka
I need know all charges

On Tue, Oct 19, 2021, 11:12 AM Kate Griffiths <office@viamed.co.uk> wrote:
Good morning Mostafa,

Thank you for your enquiry via our website.

The price of 0110122 R-22A oxygen sensor is \$55 each EXW.

If you require a proforma invoice detailing carriage charges, bank charges and insurance, **I would need your delivery and invoice addresses in order to set up a new account for you.**

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.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

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 634542
