



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

Re: Vandagraph Ltd. Invoice(s) RAN133404-1

1 message

Steven Galicia <info@galicia.be>

22 November 2021 at 12:12

To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

Hello Ryan,

Aha, ok, understood

Then please add 2 x quick ox to the order, along with the cable and sensors.

I will change the description in our order form to "VN202 with quick ox"

DHL is easiest for us , yes thank you

steven

Van: Main Account <viamedinbox@gmail.com> namens Ryan Swaine <office@viamed.co.uk>

Beantwoorden - Aan: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

Datum: maandag 22 november 2021 om 13:03

Aan: "info@galicia.be" <info@galicia.be>

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

Onderwerp: Re: Vandagraph Ltd. Invoice(s) RAN133404-1

Hi Steven

I am sorry for the confusion.

The VN202 listed on your invoice is the standard model without accessories (we list the QuickOx or DinKit separately due to our stock control system). The pricing is the same:

VN202 with Quick-Ox = £120

On your invoice we have charged:

VN202 = £110

Quick-Ox = £10

I believe your invoice and goods are correct, it is just the faulty cable to deal with. This is a bit of a concern as we test each and every one of them. I will send a replacement cable with your new order if that is okay? Do you want the sensors to be sent by DHL again?

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, 22 Nov 2021 at 11:43, Steven Galicia <info@galicia.be> wrote:

Hello Ryan,

The VN202 boxes have each 1 x quick ox, as they should have 1 included.

Best

steven

Van: Main Account <viamedinbox@gmail.com> namens Ryan Swaine
<office@viamed.co.uk>

Beantwoorden - Aan: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

Datum: maandag 22 november 2021 om 11:44

Aan: "info@galicia.be" <info@galicia.be>

Onderwerp: Re: FW: Vandagraph Ltd. Invoice(s) RAN133404-1

Hi Steven

I apologise for the delay in getting back to you, as I have been working away from the office. Please can I double check with you that the quick ox have not been placed in the boxes of the VN202's?

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 Sun, 21 Nov 2021 at 13:24, Steven Galicia <info@galicia.be> wrote:

Dear,

We did not yet receive an answer tot he below.

Please check

Thanks,

Steven

Op 13/11/21 18:33 heeft Steven Galicia <info@galicia.be> geschreven:

Hello Ryan,

I just got back from a diving trip and opened the parcel.

1)

The 2x quick ox sampler were not in the box.

2)

One of the yellow cable of the VN202 has a problem, it does not work correctly.

3)

Please add when you send the above :

2 x R-33S1

1 x R-22AT

2 x R-17VAN

Thanks,

Steven

Op 26/10/21 15:37 heeft accounts@vandagraph.co.uk <accounts@vandagraph.co.uk> geschreven:

Please find attached invoice(s) from Vandagraph Ltd.

Should you have any queries please do not hesitate in contacting us.

accounts@vandagraph.co.uk

Regards

Accounts Department

Vandagraph Ltd

accounts@vandagraph.co.uk

Please do not reply to this Email as it is unmonitored.