



Sarah Walton &lt;viamed.sarah.walton@gmail.com&gt;

**Fwd: Handi+**

1 message

**Ryan Swaine** <office@viamed.co.uk>

12 January 2022 at 14:40

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

To: Sarah Walton &lt;sarah.walton@vmsecure.me.uk&gt;, Zoey Teal &lt;zoey.teal@vmsecure.me.uk&gt;, Kate Griffiths &lt;kate.griffiths@vmsecure.me.uk&gt;

Ryan Swaine - Viamed &amp; Vandagraph - +44 (0) 7803 907117

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

From: **Javier González López** <jgl@sorevan.com>

Date: Wed, 12 Jan 2022, 14:06

Subject: RE: Handi+

To: Miguel Naveros [Medical Sorevan] &lt;mns@sorevan.com&gt;, &lt;ryan.swaine@viamed.co.uk&gt;

Cc: &lt;ventas@sorevan.com&gt;

Dear Ryan,

Please we need 5 units, so please send us the quotation and delivery time.

Thank you



cid:image003.jpg@01CEC8E2.2882D4F0



Logo

**Javier González López**

Director Servicio Técnico /Technical Service Manager

**MEDICAL SOREVAN, SL**

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**De:** Miguel Naveros [Medical Sorevan] [mailto:[mns@sorevan.com](mailto:mns@sorevan.com)]  
**Enviado el:** miércoles, 12 de enero de 2022 12:58  
**Para:** [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)  
**CC:** Javier Gonzalez <[jgl@sorevan.com](mailto:jgl@sorevan.com)>; [ventas@sorevan.com](mailto:ventas@sorevan.com)  
**Asunto:** RE: Handi+

Hi Ryan!

How r u? hope fine!

I would need to order 2 or 3 pcs of R125P03-002

Do you have in stock? If so , can u pls let me know price?

Thanks!

Miguel Naveros | Director

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T. +34 918 501 058 | E. [mns@sorevan.com](mailto:mns@sorevan.com)

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 Imagen que contiene Logotipo Descripción generada automáticamente

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**De:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **En nombre de** Ryan Swaine  
**Enviado el:** jueves, 9 de diciembre de 2021 10:16  
**Para:** Miguel Naveros [Medical Sorevan] <[mns@sorevan.com](mailto:mns@sorevan.com)>  
**Asunto:** Re: Handi+

Hi Miguel

Handi+ - part no. 0111250 = EUR €133 each EXW

We have approximately 70+ in stock that can be dispatched immediately.

Best regards

Ryan

Ryan Swaine  
International Sales Manager  
VIAMED  
[www.viamed.co.uk](http://www.viamed.co.uk)

Email: [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)

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On Wed, 8 Dec 2021 at 18:26, Miguel Naveros [Medical Sorevan] <[mns@sorevan.com](mailto:mns@sorevan.com)> wrote:

Hi Ryan,

Can you pls update me with price and delivery time for the Handi+?

Thank you!

Miguel Naveros | Director



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**De:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **En nombre de** Ryan Swaine

**Enviado el:** miércoles, 20 de octubre de 2021 13:13

**Para:** Nieves Mármol <[nieves@sorevan.com](mailto:nieves@sorevan.com)>

**CC:** Miguel Naveros [Medical Sorevan] <[mns@sorevan.com](mailto:mns@sorevan.com)>

**Asunto:** Re: Order PC/210210 Tracking 1Z9W96386841680969

Dear Nieves

I am sorry this has taken so long. Please find the manufacturers declaration attached.

Best regards

Ryan

Ryan Swaine

International Sales Manager

VIAMED

[www.viamed.co.uk](http://www.viamed.co.uk)

Email: [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)

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On Mon, 27 Sept 2021 at 07:03, <[nieves@sorevan.com](mailto:nieves@sorevan.com)> wrote:

Thank you Ryan, for your efforts.

**Nieves Mármol**

Dpto.Administración/Backoffice

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**De:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **En nombre de** Ryan Swaine  
**Enviado el:** viernes, 24 de septiembre de 2021 18:21  
**Para:** Nieves Mármol <[nieves@sorevan.com](mailto:nieves@sorevan.com)>  
**CC:** Miguel Naveros [Medical Sorevan] <[mns@sorevan.com](mailto:mns@sorevan.com)>  
**Asunto:** Re: Order PC/210210 Tracking 1Z9W96386841680969

Dear Nieves

I have spoken with one of our directors regarding this situation and they are going to request the letter from Maxtec. I will let you know as soon as I receive it.

Please have a nice weekend.

Best regards

Ryan

Ryan Swaine  
International Sales Manager  
VIAMED  
[www.viamed.co.uk](http://www.viamed.co.uk)  
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On Fri, 24 Sept 2021 at 07:10, <[nieves@sorevan.com](mailto:nieves@sorevan.com)> wrote:

Hi Ryan,

We still have an issue with customs the inspector is asking us a letter from the manufacturer explaining the situation, I mean;

**1.-In the beginning we sent them the DoC we had (the updated one signed in May 2021)**

New DoC (signed May 2021)



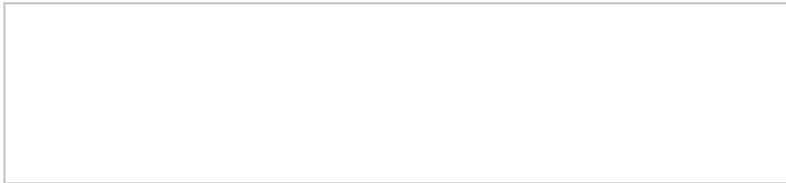
And the inspector said the EU Representative didn't match with the labeling:



Una captura de pantalla de un celular con letras Descripción generada automáticamente con confianza media

**2.- Then we sent them the Old DoC to match with the labeling**

Old DoC (signed April 2019)



But the inspector says now that this is not correct as the real and current EU Representative is EMERGO EUROPE.

Then Ryan the Inspection requires a letter from the manufacturer explaining that the new EU Representative is EMERGO EUROPE and the labeling of the goods that held the distributor VIAMED UK has the old EU Representative because this PREF: R218P12-001 was in stock...or something similar, do you know what I mean...?

**Nieves Mármol**

Dpto.Administración/Backoffice

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**De:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **En nombre de** Ryan Swaine  
**Enviado el:** miércoles, 22 de septiembre de 2021 14:34  
**Para:** Nieves Mármol <[nieves@sorevan.com](mailto:nieves@sorevan.com)>  
**Asunto:** Re: Order PC/210210 Tracking 1Z9W96386841680969

Dear Nieves

I am not sure what this is? Do you have a sample you can send to me?

Best regards

Ryan

Ryan Swaine  
International Sales Manager  
VIAMED  
[www.viamed.co.uk](http://www.viamed.co.uk)  
Email: [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)  
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On Wed, 22 Sept 2021 at 13:25, <[nieves@sorevan.com](mailto:nieves@sorevan.com)> wrote:

Dear Ryan,

The inspector says that we have to send the "appointment of European Representative".

Please could you send me this requirement?.

Thank you for your efforts.

Best Regards.

**Nieves Mármol**

Dpto.Administración/Backoffice

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**De:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **En nombre de** Ryan Swaine  
**Enviado el:** miércoles, 22 de septiembre de 2021 11:28  
**Para:** Nieves Mármol <[nieves@sorevan.com](mailto:nieves@sorevan.com)>  
**Asunto:** Re: Order PC/210210 Tracking 1Z9W96386841680969

Dear Nieves

Please find a copy of the label attached, this was taken from our current stock which should be the same as the devices sent to you.

Please let me know if you have any questions or need any further information.

Best regards

Ryan

Ryan Swaine  
International Sales Manager  
VIAMED  
[www.viamed.co.uk](http://www.viamed.co.uk)  
Email: [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)  
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On Wed, 22 Sept 2021 at 09:57, <[nieves@sorevan.com](mailto:nieves@sorevan.com)> wrote:

Thank you Ryan,

We delivered the most updated certificates Maxtec has in their website, then that is the reason it doesn't match;

Anyway I will try to explain and I hope the inspector accept the explanations...BUT pls can you send me a picture of the Handi+ labelling just to check and not fail with the inspector.

Thank and waiting for the pic!

Best regards,

**Nieves Mármol**

Dpto.Administración/Backoffice

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**De:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **En nombre de** Ryan Swaine

**Enviado el:** martes, 21 de septiembre de 2021 15:31

**Para:** Nieves Mármol <[nieves@sorevan.com](mailto:nieves@sorevan.com)>

**CC:** Sarah Walton <[sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk)>; Miguel Naveros [Medical Sorevan]

<mns@sorevan.com>

**Asunto:** Re: Order PC/210210 Tracking 1Z9W96386841680969

Dear Nieves Mármol

I apologise for the inconvenience. It appears that Maxtec is transitioning from one company to another.

I would expect the handi+ in your customs would have the EU rep listed as QNET. I have attached both Declarations of Conformity for your reference.

Please let me know if there is anything else you need from me.

Best regards

Ryan

Ryan Swaine  
International Sales Manager  
VIAMED  
[www.viamed.co.uk](http://www.viamed.co.uk)  
Email: [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)  
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----- Forwarded message -----

From: <[nieves@sorevan.com](mailto:nieves@sorevan.com)>  
Date: Tue, 21 Sept 2021 at 13:03  
Subject: RE: Order PC/210210 Tracking 1Z9W96386841680969  
To: <[sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk)>  
Cc: Miguel Naveros [Medical Sorevan] <[mns@sorevan.com](mailto:mns@sorevan.com)>

Dear Sarah,

We have a problem with the goods with the customs clearance.

They said that the EU Representative on Declaration of Conformity does not match with the labelling.

Please could you help me with this issue? The inspector is waiting for a letter to explain this.

Thank you in advance.

B. Regards.

Nieves Mármol

Dpto.Administración/Backoffice

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**De:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **En nombre de** Sarah Walton

**Enviado el:** viernes, 10 de septiembre de 2021 15:28

**Para:** Nieves Mármol <[nieves@sorevan.com](mailto:nieves@sorevan.com)>

**Asunto:** Re: Order PC/210210 Tracking 1Z9W96386841680969

You too have a nice weekend 😊

Kind regards

Sarah Walton

Customer Service Representative

**Please note: We are currently working remotely however telephone calls to the main office will still be answered.**

**Our office opening hours are Monday - Friday 8.30am - 5.30pm.**

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

Email [sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk)

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On Fri, 10 Sept 2021 at 14:24, <[nieves@sorevan.com](mailto:nieves@sorevan.com)> wrote:

Thank you Sarah 😊

Have a nice weekend!!!

**Nieves Mármol**

Dpto.Administración/Backoffice

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---

**De:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **En nombre de** Sarah Walton

**Enviado el:** viernes, 10 de septiembre de 2021 15:14

**Para:** [nieves@sorevan.com](mailto:nieves@sorevan.com)

**Asunto:** Order PC/210210 Tracking 1Z9W96386841680969

Dear Nieves,

I am writing to inform you that your order, PC/210210 has been dispatched.

You can track your order on the UPS website, [www.ups.com](http://www.ups.com), with the following tracking number 1Z9W96386841680969.

Please see attached delivery note, DVM132654-1 and a copy of your invoice, RVM132654-1.

Kind Regards

Sarah Walton

Customer Service Representative

**Please note: We are currently working remotely however telephone calls to the main office will still be answered.**

**Our office opening hours are Monday - Friday 8.30am - 5.30pm.**

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

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1K

**image010.jpg**  
3K



 **image013.gif**  
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European Representative: EMERGO EUROPE  
Prinsessegracht 20  
2515 AP The Hague  
The Netherlands

**image014.png**  
8K



**image015.jpg**  
13K

European Representative: QNET BV  
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NL-5076 NP Haaren  
The Netherlands

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