



Cathy Green <viamed.cathy.green@gmail.com>

Re: Question about the carriage costs

1 message

Jelena Doderovic <jelena@medisal.co.rs>

22 April 2022 at 16:01

To: ryan.swaine@viamed.co.uk

Cc: Natasa Bogdanovic <natasa.nikolic@medisal.co.rs>, Cathy Green <cathy.green@viamed.co.uk>

Dear Ryan

Thank you. Sorry for miss understanding

Jelena

On 22.04.2022., at 12:58, Ryan Swaine <office@viamed.co.uk> wrote:

Hi Jelena

The masks are an easy one to have a problem with and if someone orders 200x 1114005, our sales office would ask if it is definitely packs they need or is it just 200 masks. Unfortunately it was never queried on your order, as it clearly states 200 & 120 packs not pieces:

 image.png

We will have to sort out the paperwork, put the stock back on the shelf and repack your order, we should have it ready by early next week.

Best regards

Ryan

Ryan Swaine

International Sales Manager

VIAMED

www.viamed.co.ukEmail: ryan.swaine@viamed.co.uk

Office: +44 (0) 1535 634542

Mobile: +44 (0) 7803 907117

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On Fri, 22 Apr 2022 at 11:15, Jelena Doderovic <jelena@medisal.co.rs> wrote:

Dear Ruan

It seems there is a mistake with eye masks. Total we need 200 and 120 not so many packs.

So we need

10 packs of Size I

6 packs of size M

Sorry for miss-understanding

Jelena

On 22.04.2022., at 12:11, Ryan Swaine <office@viamed.co.uk> wrote:

Hi Jelena