



Zoey Teal <viamed.zoey.teal@gmail.com>

Fwd: New contact number

2 messages

Main Account <office@viamed.co.uk>
To: Zoey Teal <zoey.teal@vmsecure.me.uk>

Wed, May 11, 2022 at 8:24 AM

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

From: **Paul Bryant** <Paul@chivaune.com.au>
Date: Wed, 11 May 2022 at 05:40
Subject: New contact number
To: sarah.walton@viamed.co.uk <sarah.walton@viamed.co.uk>

Hi Sarah,

Due to an administrative error by our service provider our phone number has been mistakenly disconnected.

Because of this and previous issues we have chosen to move to another service provider and therefore had to change our land line number.

Our new number is: + 61 (0) 7 3157 8684

Can you please update your records accordingly.

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director



PO Box 5576

Manly, QLD 4179, Australia

Ph: + 61 (0) 7 3157 8684

M: + 61 (0) 412 112 514

E: paul@chivaune.com.au

W: www.chivaunetechnologies.com.au

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From: Paul Bryant
Sent: Tuesday, 25 January 2022 6:18 PM
To: sarah.walton@viamed.co.uk
Subject: Re: Two outstanding orders for V1000

Hi Sarah,

I will keep both orders open please.

Best Regards,

Paul Bryant
Director
Chivaune Technologies

Sent from my iPhone

On 25 Jan 2022, at 6:03 pm, Sarah Walton <office@viamed.co.uk> wrote:

Hi Paul,

Which order would you like to keep on our system, PO100394 or PO100400?

Thank you for your patience and understanding.

As soon as anything changes, I will let you know.

Kind regards

Sarah Walton
Customer Service Representative

Please note: We are 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

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On Mon, 24 Jan 2022 at 22:42, Paul Bryant <paul@chivaune.com.au> wrote:

Thanks Zoey,

I will keep the order with you and follow up every couple of months.

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image013.png>

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Manly, QLD 4179, Australia

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Zoey Teal
Sent: Monday, 24 January 2022 6:13 PM
To: Paul Bryant <paul@chivaune.com.au>
Cc: Sarah Walton <sarah.walton@viamed.co.uk>
Subject: Two outstanding orders for V1000

Hello Paul,

Please accept my reply.

Unfortunately we have no news yet but as soon as we do, we will let you know.

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

Please note: My working days are Monday to Thursday, 7.45am-6.00pm.

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

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

Email: zoey.teal@viamed.co.uk

Alternate email: viamed.zoey.teal@gmail.com

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From: **Paul Bryant** <paul@chivaune.com.au>
Date: Mon, 24 Jan 2022 at 03:16
Subject: RE: two outstanding orders for V1000
To: sarah.walton@viamed.co.uk <sarah.walton@viamed.co.uk>

Hi Sarah,

One customer has decided to hang on for a while longer so I will leave the order as is at this point.

Do you have any idea when things may change?

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image014.png>

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Manly, QLD 4179, Australia

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E: paul@chivaune.com.au

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From: Paul Bryant
Sent: Tuesday, 18 January 2022 10:12 AM
To: sarah.walton@viamed.co.uk
Subject: RE: two outstanding orders for V1000

OK, thanks Sarah,

I will let me customers know and see if they would like to cancel the orders.

Will get back to you ASAP.

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image015.png>

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton
Sent: Monday, 17 January 2022 7:10 PM
To: Paul Bryant <paul@chivaune.com.au>
Subject: Re: two outstanding orders for V1000

Hi Paul,

Happy New Year to you too!

Unfortunately it is not good news about the Foetal Heart Simulator. Our Commercial Director is still having great difficulty in sourcing the components required for the production of the V1000. At this moment in time we are unsure as to when production will resume. For this reason, it has been decided that we should offer a refund for any prepayment orders. We will however let you know as soon as anything changes.

We apologise for the inconvenience that this causes yourself and your customers.

Kind regards

Sarah Walton

Customer Service Representative

Please note: We are 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

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On Thu, 13 Jan 2022 at 06:59, Paul Bryant <paul@chivaune.com.au> wrote:

Hi Sarah,

Happy 2022 !

Could I get an update on an ETA for both our orders please?

Just need to let my customers know an approximate delivery date.

Thanks,

Paul.

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image016.png>

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton

Sent: Monday, 11 October 2021 10:04 PM

To: Paul Bryant <paul@chivaune.com.au>
Subject: Re: NEW order - V1000

Hi Paul,

Thank you for your payment.

As soon as we are ready to ship both your orders I will let you know.

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.

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On Mon, 11 Oct 2021 at 00:36, Paul Bryant <paul@chivaune.com.au> wrote:

Thanks Sarah,

This was paid today

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image017.png>

PO Box 5576

Manly, QLD 4179, Australia

Ph: + 61 (0) 7 3393 3985

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton

Sent: Thursday, 7 October 2021 4:50 PM

To: Paul Bryant <paul@chivaune.com.au>

Subject: Re: NEW order - V1000

Hi Paul,

Thank you for your new order.

Please find attached a proforma invoice for your reference.

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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On Thu, 7 Oct 2021 at 00:22, Paul Bryant <paul@chivaune.com.au> wrote:

Hi Sarah,

Please find another order for a V1000 attached.

If this one could be shipped with our previously ordered V1000 that would be great as it would save me some freight charges.

Could you also advise what the calibration requirements are for these – do they need annual calibration or is this not needed?

Thanks,

Paul.

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image018.png>

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Ph: + 61 (0) 7 3393 3985

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E: paul@chivaune.com.au

W: www.chivaunetechnologies.com.au

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From: Paul Bryant
Sent: Friday, 1 October 2021 9:39 AM
To: sarah.walton@viamed.co.uk
Subject: RE: ETA fo a V1000

Hi Sarah,

Please find proof of payment attached.

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image019.png>

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From: Paul Bryant
Sent: Thursday, 30 September 2021 9:51 AM
To: sarah.walton@viamed.co.uk
Subject: RE: ETA fo a V1000

Thanks Sarah,

This was scheduled for payment today and I will send through proof of payment once received from our bank.

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image020.png>

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Manly, QLD 4179, Australia

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton
Sent: Wednesday, 29 September 2021 5:07 PM
To: Paul Bryant <paul@chivaune.com.au>
Subject: Re: ETA fo a V1000

Hi Paul,

Thank you for your purchase order.

Please find attached a proforma invoice.

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

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On Wed, 29 Sept 2021 at 05:37, Paul Bryant <paul@chivaune.com.au> wrote:

Hi Sarah,

Please find our purchase order attached as per discussions.

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image021.png>

PO Box 5576

Manly, QLD 4179, Australia

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From: Paul Bryant
Sent: Friday, 24 September 2021 9:29 AM
To: sarah.walton@viamed.co.uk
Subject: RE: ETA fo a V1000

Thanks Sarah,

I'll let our customer know and see if they still wish to proceed with the purchase.

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image022.png>

PO Box 5576

Manly, QLD 4179, Australia

Ph: + 61 (0) 7 3393 3985

M: + 61 (0) 412 112 514

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton
Sent: Thursday, 23 September 2021 6:36 PM
To: Paul Bryant <paul@chivaune.com.au>
Subject: Re: ETA fo a V1000

Hi Paul,

Unfortunately we are still waiting on components for the V1000. I asked our Commercial Director for a lead time for when production of the V1000 will start again and his reply was approximately 10 weeks.

I will keep checking the status of the components and will let you know as soon as we have more information.

Apologies that I can not give you more positive news and thank you for your patience.

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.

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Email sarah.walton@viamed.co.uk

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On Thu, 23 Sept 2021 at 00:00, Paul Bryant <paul@chivaune.com.au> wrote:

Hi Sarah,

I was just waiting on an expected delivery for the V1000 please?

I just got an order in from one of our customers and will send through a PO once we can confirm delivery.

Thanks,

Paul.

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image023.png>

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Manly, QLD 4179, Australia

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From: Paul Bryant

Sent: Wednesday, 23 September 2020 11:58 AM

To: sarah.walton@viamed.co.uk

Subject: RE: Order PO100226 Tracking 8140930228900460

Received today thanks Sarah.

Best Regards,

Paul Bryant BEngTech, TMIEAust

Director

<image024.png>

PO Box 5576

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton
Sent: Thursday, 17 September 2020 12:08 AM
To: Paul Bryant <paul@chivaune.com.au>
Subject: Order PO100226 Tracking 8140930228900460

Dear Paul,

I am writing to inform you that your order, PO100226 has been dispatched.

You can track your order on the Fedex website with the following tracking number 8140930228900460.

Please see attached delivery note, DVM125715-1 and a copy of your invoice, RVM125715-1.

Kind Regards

Sarah Walton

Customer Service Representative

Please note: 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 not be answered, but emails will. Orders may take longer to process but we aim to continue to operate and serve our customers as best we can.

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

Email sarah.walton@viamed.co.uk

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Zoey Teal <zoey.teal@viamed.co.uk>
Draft To: paul@chivaune.com.au

Wed, May 11, 2022 at 8:50 AM

Good morning Paul,

Thank you for email.

I can confirm that I have now updated the contact number on your account.

[Quoted text hidden]

[Quoted text hidden]