



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

Sv: Re:

1 message

Magnus Persson <magnus.persson@swevet.se>
To: "sophie.lines@viamed.co.uk" <sophie.lines@viamed.co.uk>

Fri, Jul 8, 2022 at 10:42 AM

Hello

Not working... 😊 Don't know more then that , Sorry ..

Best Regards

Magnus Persson

Customer Service / Technical service

Direct +46 416-258 21

Fax +46 416 258 31

Phone +46 771 21 55 00



Swevet AB, [Forskaregatan 1D, SE-275 37 Sjöbo](#)

Mail magnus.persson@swevet.se

Web www.swevet.se

VAT SE556621584301



Från: Main Account <viamedinbox@gmail.com> **För** Sophie Lines
Skickat: den 8 juli 2022 11:04
Till: Magnus Persson <magnus.persson@swevet.se>
Ämne: Re: Re:

Hi Magnus,

Thank you for your email - that is good news regarding the oxygen sensors :)

Please can you let me know if you are still returning the 2x AX300 units for repair/service?

Kind regards

Sophie Lines

Please note: My working days are Monday, Tuesday and Friday

<http://www.viamed.co.uk>
Email sophie.lines@viamed.co.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582
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Company registered in England, No. 01291765.

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On Wed, Jul 6, 2022 at 3:31 PM Magnus Persson <magnus.persson@swevet.se> wrote:

Hello

Ok, I have a great news about the sensors that customer thought that was faulty.

Another person did investigated this, And she/he did find out that they have screwed it wrong, it was slanting.. Now its fine ... 😊

Best Regards

Magnus Persson

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Från: Main Account <viamedinbox@gmail.com> **För** Sophie Lines

Skickat: den 4 juli 2022 14:53

Till: Magnus Persson <magnus.persson@swevet.se>

Ämne: Re:

Hi Magnus,

Thank you for your email. I am sorry to hear you have some faulty items to return - please can you let me know all the serial numbers of the items you are returning?

If you return these items using returns reference: **SRS68219** and we will then be in touch with further details on warranty replacements or cost of repairs.

Our address is:

Viamed Ltd

[15 Station Road](#)

[Cross Hills](#)

BD20 7DT

Kind regards

Sophie Lines

Please note: My working days are Monday, Tuesday and Friday

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

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On Mon, Jul 4, 2022 at 1:40 PM Magnus Persson <magnus.persson@swevet.se> wrote:

Hello

I'm coming back to you about the sensors, Customer have problem with two of the sensors that we received last time, (Received 2022-05-20)

Now the customer have been sent two more, This is from the latest order from you. (Received 1/7)

I will let you know what if latest two don't work either.. Then 4pc is coming back too you.

Tomorrow I also will send back two AX300 for repair/service. They don't work.

Do I need a RAN/RMA nr for that ?

Have a nice day !

Best Regards

Magnus Persson

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Från: Magnus Persson

Skickat: den 1 juli 2022 12:24

Till: sophie.lines@viamed.co.uk; Zoey Teal <zoey.teal@vmsecure.me.uk>

Ämne: Sv: Re:

Great ! 😊

Thank you ...

Best Regards

Magnus Persson

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Mail magnus.persson@swevet.se

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Från: Main Account <viamedinbox@gmail.com> **För** Sophie Lines

Skickat: den 1 juli 2022 12:04

Till: Magnus Persson <magnus.persson@swevet.se>; Zoey Teal <zoey.teal@vmsecure.me.uk>

Ämne: Re:

Dear Magnus,

Thank you for your email - Zoey is not in the office today, so please accept my reply.

I can confirm your order: 437281 was dispatched on the 21st June via UPS.

The tracking number (1Z9W96386841842436) shows the order was delivered on 27th June at 15.49 and signed for by Anna. Please find the invoice and UPS proof of delivery attached.

I hope this helps.

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

Kind regards

Sophie Lines

Please note: My working days are Monday, Tuesday and Friday

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On Fri, Jul 1, 2022 at 10:30 AM Main Account <office@viamed.co.uk> wrote:

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

From: **Magnus Persson** <magnus.persson@swevet.se>

Date: Fri, 1 Jul 2022 at 10:25

Subject:

To: zoey.teal@viamed.co.uk <zoey.teal@viamed.co.uk>

Hi Zoey

When can we have this order, I have a customer that needs 0110452 Oxygensensor,,

The order nr is 437281

Best Regards

Magnus Persson

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