



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

RE: New customer message on 7 July 2022 at 11:53

1 message

Damien MACDONALD <damien@dmdconcepts.com.au>

13 July 2022 at 00:55

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

Hi Ryan,

Excellent, Sounds good, I will be ready to place an order next week, I just don't want them to arrive while I am away next week.

Postal address will be

Damien MacDonald

[8 School Road](#)

PO Box 22

Shepparton East

Victoria 3631 (Post code)

Australia.

Can you please send be an quote for 10 sensors and shipping to the above address.

Regards

Damien MacDonald



[8 School Road, Shepparton East, Vic 3631 Australia](#) | PO Box 22 Shepparton East, Vic 3631 Australia | ACN: 134480952

☎ Mob: 0419 108820 | Ph: 03 58 291 165

✉ Email: damien@dmdconcepts.com.au

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine**Sent:** Tuesday, 12 July 2022 12:03 AM

To: Damien MACDONALD <damien@dmdconcepts.com.au>
Subject: Re: New customer message on 7 July 2022 at 11:53

Hi Damian

Thank you very much for the information.

We would be happy to supply you at our trade pricing:

R-33S1 = GBP £35 each EXW

Please can you let me know the full address and post/zip code and I will get you a quote by UPS, who we use regularly and have preferential pricing. If you would prefer to use DHL, can you let me know if you have an account we can use, if not it will be at standard retail pricing.

I can confirm the warranty is 12 months from the date of invoice.

Best regards

Ryan

Ryan Swaine

General Manager
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, 11 Jul 2022 at 13:37, Damien MACDONALD <damien@dmdconcepts.com.au> wrote:

Hi Ryan,

Thanks you for the reply, my business has a metal manufacturing background and provide Oxygen monitor for the TIG purge welding of Stainless steel for the Food industry process piping.

Just to confirm, what is the standard warranty for the sensors? Is it still 12 months from date of purchase,

Look forward to your response

Regards

Damien MacDonald

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine
Sent: Monday, 11 July 2022 9:00 PM
To: Damien MACDONALD <damien@dmdconcepts.com.au>
Subject: Re: New customer message on 7 July 2022 at 11:53

Dear Damien

Thank you for your message and I apologise for the late reply, as it has been very busy recently.

Before we provide you with the pricing, please can you let me know the nature of your business/organisation and what you are using the sensors for?

We have the R-33S1 sensors available from stock, manufacture dates vary, but our current stock has manufacture dates of February/May 2022.

Please note that the manufacture date bears no relation to the warranty period, The warranty is from the date of invoice.

I look forward to your reply.

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Thu, 7 Jul 2022 at 11:53, Vandagraph (Shopify) <mailer@shopify.com> wrote:

You received a new message from your online store's contact form.

Country Code:

GB

Name:

DAMIEN MACDONALD

Email:

damien@dmdconcepts.com.au

Phone Number:

01419108820

Message:

Sensor Question.

Hi, I am a frequent purchaser of the R33s1 Sensor, I normally buy them 10 at a time and get them shipped to Australia. I would normally buy 30-60 a year (Depending on sales), Can you please provide a shipping estimate via DHL to Shepparton East, 3631 Victoria, Australia. Is there any potential discounts available if purchasing from your company? Do you keep fairly 'fresh' sensor with recent date codes? Look forward to your reply, regards Damien.