



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Re: Question - confirm

1 message

bmg.equipment <bmg.equipment@gmail.com>
 To: kate.griffiths@viamed.co.uk

28 July

Dear Kate,

are the outstanding sensors in stock now?

we have not cancelled the order....

please send us the outstanding items.

Best regards

Catherine

Στις 27/7/2022 1:16 μ.μ., ο/η Kate Griffiths έγραψε:

Good morning Catherine,

After seeing the email from our accounts team, please could we proceed with your refund? Then we can start again with no confusion.

Many thanks.

Kind regards

Kate Griffiths

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 be answered remotely, but please continue to use email where possible.

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On Fri, 22 Jul 2022 at 07:22, bmg.equipment <bmg.equipment@gmail.com> wrote:

Dear Kate,

are the outstanding sensors in stock now?

Στις 21/7/2022 5:51 μ.μ., ο/η Kate Griffiths έγραψε:

Good afternoon Catherine,

Thank you for your reply. I have spoken to our accounts team and the best way forward to avoid any confusion is for us to refund the overpayment on your account.
 This would then clear your account and make it up to date.

At a future time, if you require these sensors, you would just need to send us an order and we would proceed as normal.

I hope this is acceptable to you and I await your reply.

Kind regards

Kate Griffiths

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On Thu, 21 Jul 2022 at 14:30, bmg.equipment <bmg.equipment@gmail.com> wrote:

Dear Kate,

please stay put...

maybe we receive any other orders and you add

and send together with our outstanding items.

Best regards

Catherine

Στις 21/7/2022 4:25 μ.μ., ο/η Kate Griffiths έγραψε:

Good afternoon,

Have you had a chance to look at the email from my colleague Zoey?

Please let me know how you would like us to proceed.

Many thanks.

Kind regards

Kate Griffiths

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On Thu, 14 Jul 2022 at 15:50, Zoey Teal <office@viamed.co.uk> wrote:

Good afternoon,

Apologies but it seems like we have had a system error.

We can ship you the remaining MAX-250E sensors free of charge on Monday or would you prefer for us to ship with your next order?

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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On Thu, Jul 14, 2022 at 9:37 AM bmg.equipment <bmg.equipment@gmail.com> wrote:

Dear Zoey,

I attach the pro forma invoice of the last order and the payment

and the invoice of the first part shipment we received today.

Στις 14/7/2022 11:25 π.μ., ο/η Zoey Teal έγραψε:

I can see on RVM136186-1 that you ordered 10 x MAX-250E sensors?

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.

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On Thu, Jul 14, 2022 at 9:22 AM Zoey Teal <zoey.teal@viamed.co.uk> wrote:

Good morning,

Please can you confirm which order this relates to?

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.

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On Thu, Jul 14, 2022 at 9:20 AM bmg.equipment <bmg.equipment@gmail.com> wrote:

Dear Zoey,

we refer to the

MAX-250E that we have paid.

Στις 14/7/2022 11:10 π.μ., ο/η Zoey Teal έγραψε:

Good morning,

On 27th June I advised you that we do not keep the MAX-250 in stock and you asked if you would like me to add it to this order.

You replied to say:

"Dear Zoey, good day!!!

Thanks for prompt reply..

For the MAX-250MX we will make new order as soon as we have client confirmation.

Please send us the outstanding order asap

since we got dead line and we are out of time.

Please comment

Catherine"

So we did not add these to your order.

On 1st July you requested for part shipment.

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

Kind regards

Zoey Teal

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

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On Thu, Jul 14, 2022 at 8:49 AM bmg.equipment <bmg.equipment@gmail.com> wrote:

Dear Zoey,

we just realized that in the second part shipping in the invoice

Invoice RVM137392-2 the MAX-250MX are not included.

we can't afford to pay for one order 3 custom clearances.

yesterday we received

Invoice RVM137392-1 and paid 240€

B.R

Anastasios

Στις 27/6/2022 11:53 π.μ., ο/η Zoey Teal έγραψε:

Dear Anastasios,

Please accept my reply.

I can confirm that I have removed the 0110024 from your order and added 10 x 0110049.

The price of the MAX-250MX is €80.00 each. This is not a stock item and the lead time would be approximately 3-5 weeks. Would you like me to add this to your order?

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.

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From: **bmg.equipment** <bmg.equipment@gmail.com>

Date: Sat, 25 Jun 2022 at 13:51

Subject: Question - confirm

To: <kate.griffiths@viamed.co.uk>

Dear kate,

Hello!

OK , send us o2 sensor r-49x 10 pcs

Also we need price for :

1)0110453 , nax250ms

and if you have new price list , please send it

Please comment

B.R

Anastasios

On 24-Jun-22 4:31 PM, Kate Griffiths wrote:

Good afternoon Anastasios,

Our commercial director is struggling to obtain information about the availability of part number 0110024. I am able to offer an alternative in stock - the R-49V which costs €36 each..

Please let me know if you would like the alternative. I have attached a data sheet.

Thank you for your patience.

Many thanks.

Kind regards

Kate Griffiths

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On Wed, 22 Jun 2022 at 07:09, bmg.equipment <bmg.equipment@gmail.com> wrote:

Dear kate,

Good morning!

Any news about status of the last order??

Please comment

B.R

Anastasios

On 15-Jun-22 10:12 AM, bmg.equipment wrote:

Dear kate,

please find attached our payment confirmation.

B.R.

Catherine

Στις 6/6/2022 1:25 μ.μ., ο/η Kate Griffiths έγραψε:

Thank you Anastasios,

Your confirmed order is on the system, we will ship as soon as stock becomes available.

Many thanks.

Kind regards

Kate Griffiths

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-----On Mon, 6 Jun 2022 at 10:32, bmg.equipment <bmg.equipment@gmail.com> wrote:

Dear kate,

thank you the p.i. is ok.

B.R.

Anastasios

Στις 6/6/2022 12:21 μ.μ., ο/η Kate Griffiths έγραψε:

Good morning Anastasios,

Thank you for your order.

Please see attached proforma invoice. When you are happy with it, I can turn it to an order *without waiting for payment* as you are an account customer.

Please let me know if you are happy with the order or if you require any changes to be made.

I need to inform you that there is a lead time of approximately 1-2 weeks for part number 0110024 and I am checking availability of part number 0110803.

Many thanks.

Kind regards

Kate Griffiths

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On Thu, 2 Jun 2022 at 11:49,
bmg.equipment
<bmg.equipment@gmail.com>
wrote:

Dear kate,

Good morning!

Please send us P.I for:

nr.	Part number	Description	Quantity
1	0110429	MAX-250E Oxygen Sensor	6
2	0110024	R-24 MED Oxygen Sensor	10
3		Oxygen Sensor DATEX OHMEDA AESTIVA 5	2
4	0110073	Oxygen Sensor ATOM INCU I - R-22VA Oxygen Sensor - Pack of 2	1 PACK (2 PCS)

Thanks in advance

B.R

Anastasios