



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

RE: Order

1 message

comptoir <comptoir@oasis-plongee.com>

1 September 2022 at 11:00

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

Hello Ryan,

Yes you can send the order again, with the R-33DE and credit when the original arrives.

Thank you !

Best regards,

Isaline

Oasis Plongée Scrl

Rue Sous L Eau 66

4020 Liège

Tel : +32(0)4/341.12.19

[HTTP://www.oasis-plongee.com](http://www.oasis-plongee.com)

De : Main Account <viamedinbox@gmail.com> **De la part de** Ryan Swaine**Envoyé** : mercredi 31 août 2022 16:17**À** : comptoir <comptoir@oasis-plongee.com>**Objet** : Re: Order

Dear Isaline

I apologise for the late reply.

We no longer supply the Teledyne MixChek, as it has not been manufactured for a number of years. Unfortunately we do not supply an alternative device for helium analysis. Do you still want to order the R-33DE sensor?

I am very sorry to hear about the parcel that is being returned, unfortunately it has not arrived yet. Would you like me to send the order again and we can sort out a credit once the original parcel arrives?

We can use UPS instead of airmail, the cost is higher, but the service is quicker and more reliable.

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 Tue, 30 Aug 2022 at 16:27, comptoir <comptoir@oasis-plongee.com> wrote:

Hello Ryan,

I don't know if you have received my last email (cf below), about the delivering issues with the post.

Anyway, I would need to order:

1x mixcheck portable
1x R33-DE

Is it possible for you to use another transporter than the post?

Thank you!
Best regards,

Isaline
Oasis Plongée Scrl
[Rue Sous L Eau 66](#)
4020 Liège
Tel : +32(0)4/341.12.19
[HTTP://www.oasis-plongee.com](http://www.oasis-plongee.com)

-----Message d'origine-----

De : comptoir

Envoyé : mercredi 24 août 2022 12:59

À : 'ryan.swaine@vandagraph.co.uk' <ryan.swaine@vandagraph.co.uk>

Objet : Problem with parcel's delivery

Hello Ryan,

I send you this email to let you know that the first parcel you've sended to us the 6th of july (tracking number RV920492825GB) has been sended back to you by the post.

They said that we didn't pay the custom's charges and taxes, but they never asked us to pay! More, I have called them about the parcel and they said it will take 4 weeks to receive it without telling me that I had something to pay. Now, I see by myself using the tracking that the parcel is sended back to you, without noticing!

They are really bad in communication and the worst choice possible for the transport.

That was for the first parcel.

About the second (tracking number RV920508471GB), using the tracking, I have seen today that we have to pay the customs charges and taxes (but again, they didn't ask us to pay). So, with luck we will receive this one. But they charge 32€ of customs formalities, wich is insane as they are doing nothing!

We don't have this kind of issues with other transporters, so could you please use another one for the next parcel?

Thank you in advance,

Best regards,

Isaline
Oasis Plongée Scrl
[Rue Sous L Eau 66](#)
4020 Liège
Tel : +32(0)4/341.12.19
[HTTP://www.oasis-plongee.com](http://www.oasis-plongee.com)

-----Message d'origine-----

De : accounts@vandagraph.co.uk <accounts@vandagraph.co.uk> Envoyé : lundi 8 août 2022 11:43 À : info
<info@oasis-plongee.com>; comptoir <comptoir@oasis-plongee.com> Objet : Vandagraph Ltd. Invoice(s)
RAN138521-1

Please find attached invoice(s) from Vandagraph Ltd.

Should you have any queries please do not hesitate in contacting us.
accounts@vandagraph.co.uk

Regards
Accounts Department
Vandagraph Ltd
accounts@vandagraph.co.uk

Please do not reply to this Email as it is unmonitored.