



Derek Lamb &lt;liquidgands@gmail.com&gt;

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**Fwd: A.MacQuillan**

1 message

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**Zoey Teal** <office@viamed.co.uk>  
Reply-To: zoey.teal@viamed.co.uk  
To: Derek Lamb <derek.lamb@viamed.co.uk>

20 June 2018 at 12:43

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

From: **Daniel Lear** <daniel@humanmeduk.com>  
Date: Wed, Jun 20, 2018 at 12:32 PM  
Subject: A.MacQuillan  
To: [orders@viamed.co.uk](mailto:orders@viamed.co.uk), [sales@humanmeduk.com](mailto:sales@humanmeduk.com)  
Cc: Tom Ladds <[tom@humanmeduk.com](mailto:tom@humanmeduk.com)>, Zoey Teal <[zoey.teal@viamed.co.uk](mailto:zoey.teal@viamed.co.uk)>, Roland Hauer <[hauer@humanmed.com](mailto:hauer@humanmed.com)>

Afternoon,

Anthony MacQuillan is one of our best customers but as we know his account is on cash only due to late payments. He is happy to comply with this until we re-open his account. He is seriously considering another EVO and Q-Graft purchase for a new venture with an Orthopaedic surgeon which is great for the UK. His last order for consumables that was in excess of £3K was weeks late even though we had stock. These were of course paid in full up front and then once he receives them we send him and invoice! This is not the first mistake like this with a range of customers so can we please make sure we send important stock as soon as we have it (applicator sets especially) and be more careful on invoicing as its these mistakes that can and will lose us business.

Many thanks

**Daniel Lear****Area Sales Manager**

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

Kind regards

Zoey Teal

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