



Steve Nixon &lt;steve.nixon.viamed@googlemail.com&gt;

**Re: Quotation for SRS66625**

1 message

**Sarah Walton** <office@viamed.co.uk>  
Reply-To: sarah.walton@viamed.co.uk  
To: Heidi Lovatt <HeidiL@seabrookcrisps.com>  
Cc: "sarah.walton@viamed.co.uk" <sarah.walton@viamed.co.uk>, Jackie Pilling <JackieP@seabrookcrisps.com>

15 August 2018 at 11:14

Dear Heidi,

Thank you for your email.

I am sorry to hear that you are not happy with the repair. I have passed this information on to one of our directors to investigate further.

I have now deleted the quotation, QUO05356 from our system.

Kind regards

Sarah Walton  
Customer Service Representative  
<http://www.viamed.co.uk>  
Email [sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk)  
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On 15 August 2018 at 11:02, Heidi Lovatt <HeidiL@seabrookcrisps.com> wrote:

Hi Sarah

Can you please delete me from your system as we were not happy with the repair. The analyser had a loose connection so did not work upon return.

Regards

Heidi



**Heidi Lovatt** Quality Assurance Technologist

**Seabrook Crisps Limited** ~~Duncombe Street~~ Bradford BD8 9AJ  
T 01274 546405 W [www.seabrookcrisps.com](http://www.seabrookcrisps.com)

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**From:** Main Account [mailto:[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)] **On Behalf Of** Sarah Walton  
**Sent:** 15 August 2018 10:57

**To:** Heidi Lovatt <[HeidiL@seabrookcrisps.com](mailto:HeidiL@seabrookcrisps.com)>  
**Subject:** Re: Quotation for SRS66625

Dear Heidi,

I sent you a quotation, QUO05356 last month for a Gas Analyser pump box and an VN202 Oxygen Analyser. Please can you advise if this is still required or would you like me to delete from our system?

I have attached a copy for your reference.

Kind regards

Sarah Walton  
Customer Service Representative  
<http://www.viamed.co.uk>  
Email [sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk)  
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On 24 July 2018 at 11:27, Heidi Lovatt <[HeidiL@seabrookcrisps.com](mailto:HeidiL@seabrookcrisps.com)> wrote:

Hi Sarah

Many thanks for the quote, I will let you know once the go ahead is confirmed.

Kind regards



**Heidi Lovatt** Quality Assurance Technologist

**Seabrook Crisps Limited** [Duncombe Street Bradford BD8 9AJ](http://Duncombe Street Bradford BD8 9AJ)  
T 01274 546405 W [www.seabrookcrisps.com](http://www.seabrookcrisps.com)

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**From:** Main Account [mailto:[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)] **On Behalf Of** Sarah Walton  
**Sent:** 23 July 2018 16:27  
**To:** Heidi Lovatt <[HeidiL@seabrookcrisps.com](mailto:HeidiL@seabrookcrisps.com)>  
**Subject:** Re: Quotation for SRS66625

Hi Heidi,

Please find attached a quotation for a new analyser.

Also, we have shipped your repair. You can track your parcel on the UPS website, [www.ups.com](http://www.ups.com) with the following tracking number 1Z9W9638DK67867392.

Kind regards

Sarah Walton

Customer Service Representative

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

Email [sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk)

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On 23 July 2018 at 12:31, Heidi Lovatt <[HeidiL@seabrookcrisps.com](mailto:HeidiL@seabrookcrisps.com)> wrote:

Hi Sarah

Many thanks for the quotation, Please proceed with the repair using purchase order 7034. Could you also send me a quotation for a new analyser.

regards



**Heidi Lovatt** Quality Assurance Technologist

**Seabrook Crisps Limited** Duncombe Street Bradford BD8 9AJ  
T 01274 546405 W [www.seabrookcrisps.com](http://www.seabrookcrisps.com)

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**From:** Main Account [mailto:[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)] **On Behalf Of** Sarah Walton  
**Sent:** 23 July 2018 11:46  
**To:** Heidi Lovatt <[HeidiL@seabrookcrisps.com](mailto:HeidiL@seabrookcrisps.com)>  
**Subject:** Quotation for SRS66625

Dear Heidi,

Apologies for the delay.

Please find attached a quotation for the repair.

Kind regards

Sarah Walton

Customer Service Representative

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

Email [sarah.walton@viamed.co.uk](mailto:sarah.walton@viamed.co.uk)

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