



Cathy Green <viamed.cathy.green@gmail.com>

RE: RMA Paperwork

1 message

Read, Margie E <Margie.Read@teledyne.com>

Tue, Nov 13, 2018 at 11:42 PM

To: "Marshall, Lori M" <Lori.Marshall@teledyne.com>, Cathy Green <cathy.green@viamed.co.uk>

Cc: "Rasmussen, Andrew L" <Andrew.Rasmussen@teledyne.com>

Hello Cathy,

Yes, I agree with Lori, it is not Cost-Effective to have these 2 sensors return for Evaluation. It will cost TAI more in freight charges and Customs Duties to return that the Cost of making each one. It would be best to just send 2 new sensors to replace the ones that you had reported to Andrew Rasmussen of failing, for SN: 978603, 193060.

I'll create a new Warranty Replacement Sales Order to send the new sensors out via Fed-X Int'l Priority and advise the Tracking#. Please NOTE that we will be covering the Frt. charges along with the Customs Taxes/Duties, so there should be no reason for Customs to expect any additional payment from Viamed.

Thank You for your kind understanding and we apologize for the inconvenience!

Best Regards,

Margie Read

Customer Support & Service Manager - Returns & Repairs

Teledyne Analytical Instruments

626-934-1570 (direct line)

626-934-1651 (fax)

margie.read@teledyne.com

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From: Marshall, Lori M
Sent: Tuesday, November 13, 2018 2:06 PM
To: Cathy Green
Cc: Read, Margie E; Rasmussen, Andrew L
Subject: RE: RMA Paperwork

Hi Cathy,

I was just talking with Margie and we've decided that we don't want the (2) sensors returned. I've copied Margie and Andy so that they can continue this conversation with you.

Best Regards,

Lori Marshall

Teledyne Analytical Instruments

Trade Compliance

626-934-1563 Direct

From: Cathy Green <cathy.green@viamed.co.uk>
Sent: Thursday, November 8, 2018 8:18 AM
To: Marshall, Lori M <Lori.Marshall@Teledyne.com>
Subject: RMA Paperwork

Good Afternoon Lorri

Please could you check the attached paperwork.

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Kind regards

Cathy Green

Viamed Ltd.

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

Email: Cathy.Green@viamed.co.uk

Tel: +44 (0)1535 634 542

Fax: +44 (0)1535 635 582

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