



Cathy Green &lt;viamed.cathy.green@gmail.com&gt;

---

**RE: RMA Paperwork**

1 message

Read, Margie E &lt;Margie.Read@teledyne.com&gt;

Tue, Nov 13, 2018 at 11:42 PM

To: "Marshall, Lori M" &lt;Lori.Marshall@teledyne.com&gt;, Cathy Green &lt;cathy.green@viamed.co.uk&gt;

Cc: "Rasmussen, Andrew L" &lt;Andrew.Rasmussen@teledyne.com&gt;

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](mailto:margie.read@teledyne.com)

*"Seller's Offer, and any order issued by Buyer to Seller for the goods and/or services specified herein, is strictly limited to Seller's General Terms and Conditions of Sale, which can be found at "[www.teledyne-ai.com](http://www.teledyne-ai.com)".*

These items are controlled by the U.S. government and authorized for export only to the country of ultimate destination for use by the ultimate consignee or end-user(s) herein identified. They may not be resold, transferred, or otherwise disposed of, to any other country or to any person other than the authorized ultimate consignee or end-user(s), either in their original form or after being incorporated into other items, without first obtaining approval from the U.S. government or as otherwise authorized by U.S. law and regulations.

---

**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](mailto:cathy.green@viamed.co.uk)>  
**Sent:** Thursday, November 8, 2018 8:18 AM  
**To:** Marshall, Lori M <[Lori.Marshall@Teledyne.com](mailto:Lori.Marshall@Teledyne.com)>  
**Subject:** RMA Paperwork

Good Afternoon Lorri

Please could you check the attached paperwork.

--

Kind regards

Cathy Green

Viamed Ltd.

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

Email:[Cathy.Green@viamed.co.uk](mailto:Cathy.Green@viamed.co.uk)

Tel: +44 (0)1535 634 542

Fax: +44 (0)1535 635 582

Sign up to our mailing list, go to [www.viamed.co.uk/sign-up](http://www.viamed.co.uk/sign-up)

Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)

Facebook: [facebook.com/ViamedLtdUK](https://facebook.com/ViamedLtdUK)

Company registered in England, No. 01291765.

E-mail Disclaimer

-----  
GDPR / Privacy Policy available at [www.viamed.co.uk/policy](http://www.viamed.co.uk/policy)

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542