



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

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**Fwd: Incorrect part R228P52**

1 message

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**Steve Nixon** <office@viamed.co.uk>  
Reply-To: steve.nixon@viamed.co.uk  
To: Helen Lamb <helen.lamb@viamed.co.uk>  
Cc: Cathy Green <cathy.green@viamed.co.uk>

1 February 2021 at 12:02

FYI, please see below..

Steve

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

From: **Oswaldo Castro** <ocastro@maxtec.com>  
Date: Fri, 29 Jan 2021 at 17:48  
Subject: Re: Incorrect part R228P52  
To: <steve.nixon@viamed.co.uk>  
Cc: Franco Carrizo <fcarrizo@maxtec.com>

Steve,

My apologies, I miss a portion of the email thread. But I already issue a replacement, that will be sent, **SO# 294375** as soon as possible.

You don't have to return those items, because they are not cost-effective. But can you please provide me a picture, so we can investigate further?

Kind regards

**Oswaldo Castro**

Quality Assurance Associate

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Salt Lake City, UT 84119 USA

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On Fri, Jan 29, 2021 at 10:03 AM Steve Nixon <office@viamed.co.uk> wrote:

Hi Oswaldo

I'm not sure why you say that there are no records of this claim. The details are as in this email thread and the image supplied to Amanda clearly shows the problem.

On purchase order PVM1653 we ordered 20 x R228P52. However we received items labelled with this part number, but were the incorrect part.

We need the correct part, are you saying that you issued a credit note? Are you supplying replacements?

Regards

Steve

On Tue, 26 Jan 2021 at 23:41, Osvaldo Castro <[ocastro@maxtec.com](mailto:ocastro@maxtec.com)> wrote:

Hello Steve,

Thank you for bringing this to my attention, and I sincerely appreciate your patience with us as we work to resolve this issue.

Can you tell me which items were missing from order PO PVM1653.

Kind regards

**Osvaldo Castro**

Quality Assurance Associate

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On Tue, Jan 26, 2021 at 4:34 PM Osvaldo Castro <[ocastro@maxtec.com](mailto:ocastro@maxtec.com)> wrote:

Hello Amanda,

I have no records of this claim. but I will assist Steve with this complaint. Looks like it is not the same as a few weeks ago we issue a credit.

I showed SO ID# 291641. I will follow up with customers now.

Thank you for bringing this to my attention

Kind regards

**Osvaldo Castro**

Quality Assurance Associate

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On Wed, Jan 6, 2021 at 2:38 PM Amanda Williams <[awilliams@maxtec.com](mailto:awilliams@maxtec.com)> wrote:

Hello Steve,

Thank you for resending that to me, and I can clearly see we shipped the wrong product. I am sending this over to my colleague Osvaldo, as he works in our Quality department dedicated to returns and misshipments.

Osvaldo, as you can see, the wrong part was shipped to Viamed, and they are needing the R228P52 Screw. I am not sure what item was actually shipped to them, but can we get this taken care of for them?

Please let me know if you have any questions.

Thank you,

**Amanda Williams**

International Customer Service Specialist

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F: +1 (801) 973-6090

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How did I do today?

On Tue, Jan 5, 2021 at 4:10 PM Steve Nixon <[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:

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

From: **Steve Nixon** <[steve.nixon@viamed.co.uk](mailto:steve.nixon@viamed.co.uk)>

Date: Tue, 22 Dec 2020 at 15:43

Subject: Incorrect part R228P52

To: Amanda Williams <[awilliams@maxtec.com](mailto:awilliams@maxtec.com)>

Hi Amanda

On purchase order PVM1653 we ordered 20 x R228P52.

Please see the attached image, we were expecting to receive as per the lower package but we have received another part (upper pack in the image).

Steve

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Steve

Steve Nixon

Director - Viamed Ltd.

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Steve

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Steve

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