



Steve Nixon <steve.nixon.viamed@googlemail.com>

Fwd: Incorrect part R228P52

1 message

Steve Nixon <steve.nixon@viamed.co.uk>
Reply-To: steve.nixon@viamed.co.uk
To: Helen Lamb <helen.lamb@viamed.co.uk>

27 January 2021 at 09:11

Hi Helen

Looks like a twist to the Maxtec mix up, did they supply a credit note?

Steve

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

From: **Osvaldo Castro** <ocastro@maxtec.com>
Date: Tue, 26 Jan 2021 at 23:41
Subject: Re: Incorrect part R228P52
To: <steve.nixon@viamed.co.uk>
Cc: Franco Carrizo <fcarrizo@maxtec.com>, Silvia Jones <sjones@maxtec.com>, Amanda Williams <awilliams@maxtec.com>

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

P: +1 (385) 549-8093

2305 South 1070 West
Salt Lake City, UT 84119 USA

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On Tue, Jan 26, 2021 at 4:34 PM Osvaldo Castro <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> 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

P: +1 (385) 549-8026

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> wrote:

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From: **Steve Nixon** <steve.nixon@viamed.co.uk>

Date: Tue, 22 Dec 2020 at 15:43

Subject: Incorrect part R228P52

To: Amanda Williams <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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