



Main Account &lt;viamedinbox@gmail.com&gt;

## Customer Service

1 message

**Mike Stow** <Mike.stow@midmeds.co.uk>  
To: enquiries@viamed.co.uk

8 March 2021 at 15:22

This isn't the sort of email I generally take the time to write however with your team I felt an exception was needed.

We try to get our equipment services by the manufacturers once a year and this normally results in a headache for me, this is due to the manufacturers terrible customer service, Except ViaMed. Your team are polite, helpful and knowledgeable, Chatting to them via email or phone is always a joy. They go above and beyond whenever possible.

So I just wanted to drop you a message to say thank you, It is appreciated!

Cathy and Zoe have been my contacts on this occasion and they have given exceptional customer service, however, this is my experience whenever dealing with anyone from your team!

Many thanks again

### Mike Stow

Engineering Manager

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