



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

Re: Incorrect sensors supplied

1 message

Osvaldo Castro <ocastro@maxtec.com>

11 May 2021 at 20:06

To: steve.nixon@viamed.co.uk

Cc: Jim Chapman <jchapman@maxtec.com>, Charly Duffy <cduffy@permapure.com>, Sidra Hankins <shankins@permapure.com>, Kayleen Collard <kcollard@maxtec.com>

Hi Steve,

Please see the information below

Please reference **RMA# 298594** outside of the package, secure the item/s as best as possible and send it to our address below for credit

Maxtec
2305 S 1070 W
Salt Lake City, UT 84119

Please do not use DHL to return items to Maxtec. If DHL is the only return method available, please contact me so appropriate arrangements can be made.

We will send out a replacement Qty 2 Max48 as soon as possible under SO #298598.

This complaint has been filed in our complaint management system as **COM-3200**. Our team is always here for you, and we use your feedback to make your experience better.

Let me know if you have any questions. Again apologies for the error.

Kind regards

Osvaldo Castro
Quality Assurance Associate

2305 South 1070 West
Salt Lake City, UT 84119 USA

P: +1 (385) 549-8093

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On Tue, May 11, 2021 at 11:59 AM Osvaldo Castro <ocastro@maxtec.com> wrote:

Hi Steve,

Thank you for the clarification. I can send the 2 sensors that you originally were ordered the Max48 qty 2. I will issue an RMA to bring back the 2 Max 24 sent in error.

What is the best ship-to address?

Osvaldo Castro
Quality Assurance Associate

2305 South 1070 West

Salt Lake City, UT 84119 USA

P: +1 (385) 549-8093

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On Tue, May 11, 2021 at 10:22 AM Steve Nixon <office@viamed.co.uk> wrote:

Hi Osvaldo

The MAX-250Es are OK.

The problem is with the other line, we ordered 2 x MAX-48 sensors (purchase order PVM1805). The delivery paperwork states MAX-48s but apparently we have received MAX-24 sensors (GA40604004, GA40604005).

Steve

On Tue, 11 May 2021 at 15:39, Main Account <office@viamed.co.uk> wrote:

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

From: **Osvaldo Castro** <ocastro@maxtec.com>

Date: Tue, 11 May 2021 at 15:36

Subject: Re: Incorrect sensors supplied

To: <office@viamed.co.uk>

Cc: Vikash Dudhia <vdudhia@maxtec.com>, Jim Chapman <jchapman@maxtec.com>

Hello Steve,

I am sorry to hear you experienced issues with your order.

For clarification, you received the wrong parts? I see the order has Max-48, Max-250E

Please advice.

Osvaldo Castro

Quality Assurance Associate

2305 South 1070 West
Salt Lake City, UT 84119 USA

P: +1 (385) 549-8093

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On Mon, May 10, 2021 at 4:55 PM Amanda Williams <awilliams@maxtec.com> wrote:

Hi Os,

Please handle for Viamed.

Thank you,

Amanda Williams

International Customer Service Specialist

P: +1 (385) 549-8026

F: +1 (801) 973-6090

2305 South 1070 West
Salt Lake City, UT 84119 USA

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How did I do today?

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From: **Steve Nixon** <office@viamed.co.uk>
Date: Mon, May 10, 2021 at 9:05 AM
Subject: Incorrect sensors supplied
To: Amanda Williams <awilliams@maxtec.com>

Hi Amanda

We ordered 2 x MAX-48 sensors on purchase order PVM1805.

The delivery paperwork states MAX-48s but we have received MAX-24 sensors.

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Steve

Steve Nixon
Director - Viamed Ltd.

Office: +44 (0)1535 634542
Mobile: +44 (0)7850 252267

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Steve

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