



Steve Hardaker <viamed.steve.hardaker@gmail.com>

RE: Shipping insurance complaint resolution - ref CCR153

1 message

Stephen Machin <stephen@prosol.co.uk>

15 May 2023 at 08:52

To: "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>

Morning Steve,

This is much appreciated and thank you for taking on board our concerns.

Regards

Stephen Machin | Operations Manager | Prosol UK Sales & Distribution Ltd
T: 0114 255 7700 | purchases@prosol.co.uk | www.prosol.co.uk



From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker**Sent:** Friday, May 12, 2023 5:35 PM**To:** Stephen Machin <stephen@prosol.co.uk>**Subject:** Shipping insurance complaint resolution - ref CCR153

Hi Steve,

Following on from our previous conversation regarding shipping insurance, I just wanted to confirm in writing that Viamed accepts the points that you made in this matter and has decided to assume all shipping risk for UK distributors moving forward.

Effectively, this takes things back to the way that they were, with distributors paying the standard £12.00+VAT shipping charge, but with Viamed paying any additional shipping insurance premiums.

I apologise on behalf of Viamed that the recent change caused a significant level of dissatisfaction, and hope that we can continue to support you in the way that we have done for many years and continue to build on our good working relationship.

If you have any queries or comments, do please let me know.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Please note: Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

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