



Ryan Swaine <viamed.ryan.swaine@gmail.com>

Re: ORDER N. 230

1 message

Ryan Swaine <ryan.swaine@viamed.co.uk>

19 September 2023 at 09:18

Reply-To: ryan.swaine@viamed.co.uk

To: Francesca Monti <f.monti@novamedisan.it>

Cc: Marco Boco <m.boco@novamedisan.it>, Sandra Gentilini <s.gentilini@novamedisan.it>, Cristina Cattini <c.cattini@novamedisan.it>

Dear Francesca

Thank you. Hopefully the missing parcel will be found soon.

Best regards

Ryan

Ryan Swaine

International Sales Manager

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GDPR / Privacy Policy available at www.viamed.co.uk/policyOn Tue, 19 Sept 2023 at 07:49, Francesca Monti <f.monti@novamedisan.it> wrote:

Dear Ryan,

the missing parcel has not been located, yet. The checks are still ongoing at the Italian hub. I'll keep you posted.

As for the packaging, thank you for taking note of our suggestions for the future shipments.

Best regards,

Francesca

Da: Main Account <viamedinbox@gmail.com> **Per conto di** Ryan Swaine**Inviato:** lunedì 18 settembre 2023 18:39**A:** Francesca Monti <f.monti@novamedisan.it>**Cc:** Marco Boco <m.boco@novamedisan.it>; Sandra Gentilini <s.gentilini@novamedisan.it>; Cristina Cattini <c.cattini@novamedisan.it>**Oggetto:** Re: ORDER N. 230

Hi Francesca

I hope this email finds you well.

Has your missing parcel been located?

Just to let you know that I have raised your concerns in regards to the packaging of your order with our directors and steps have been taken to improve on this for the future. We will be adding a bag to the inside of the box and improving the taping and overall strength of the box.

Best regards

Ryan

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On Tue, 12 Sept 2023 at 12:17, Ryan Swaine <ryan.swaine@viamed.co.uk> wrote:

Hi Francesca

Thank you for the feedback and the pictures. I am very sorry that the goods did not reach you in the condition in which they should have done.

I have a meeting at our warehouse tomorrow and I will be raising the issue with them in order to make sure that your recommendations are considered and that this does not happen again.

Please let me know when the missing box arrives.

Best regards

Ryan

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On Tue, 12 Sept 2023 at 10:00, Francesca Monti <f.monti@novamedisan.it> wrote:

Good morning Ryan,

I want to update you about this shipment.

Yesterday Fedex delivered 4 boxes out of 5. One is still on its way. Fedex Italy had some technical issues recently, which caused delays and some service disruptions. However, we hope it will get here within a couple of days.

As for the 4 cartons received, we need to highlight the following for the next times:

as you can see from the attached pictures, they arrived in not ideal conditions with the sides half-opened. That was due to the fact that the type of cardboard utilized was not very hard and each carton was very filled and compressed. That, in addition to the fact that couriers handle packages with little care, must have caused these openings, with the risk that some EyeMax packs could have come out. Luckily, it seems that it did not happen this time.

For this reason in the next deliveries we kindly ask you to either utilize more resistant cardboards or secure each side/opening with adhesive tape to make them more resistant.

Besides, it would be better to use also a big bag inside the carton to contain the EyeMax packs inside, so that, in case the carton opens, there is no the risk to lose some of them accidentally.

Thank you.

Best regards,

Francesca

Francesca Monti

Marketing Assistant

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E) f.monti@novamedisan.it - visit us: www.novamedisan.it

Da: Main Account <viamedinbox@gmail.com> **Per conto di** Ryan Swaine

Inviato: giovedì 3 agosto 2023 15:06

A: Sandra Gentilini <s.gentilini@novamedisan.it>

Cc: Cristina Cattini <c.cattini@novamedisan.it>; Francesca Monti <f.monti@novamedisan.it>; Carla Cattini <carlacattini@novamedisan.it>; Marco Boco <m.boco@novamedisan.it>; Federica Zironi <f.zironi@novamedisan.it>

Oggetto: Re: ORDER N. 230

Thank you very much Sandra

Have a great summer vacation.

Best regards

Ryan

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On Thu, 3 Aug 2023 at 12:35, Sandra Gentilini <s.gentilini@novamedisan.it> wrote:

Dear Ryan,

We have just decided to pay immediately the proforma invoice, in order to speed up the procurement procedures.

Pls find attached copy of the payment.

We kindly ask you to check with your bank and prepare the shipment to be ready when we come back at work.

Thank you. Best regards

Novamedisan Italia sarà chiusa per ferie dal 7 agosto al 23 agosto Novamedisan Italia will be closed for holidays from 7 August to 23 August

Sandra Gentilini

Ufficio Acquisti

Purchasing Manager

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Thank you

Da: Main Account <viamedinbox@gmail.com> **Per conto di** Ryan Swaine

Inviato: giovedì 3 agosto 2023 12:05

A: Sandra Gentilini <s.gentilini@novamedisan.it>

Cc: Cristina Cattini <c.cattini@novamedisan.it>; Francesca Monti <f.monti@novamedisan.it>; Carla Cattini <carlacattini@novamedisan.it>; Marco Boco <m.boco@novamedisan.it>; Federica Zironi <f.zironi@novamedisan.it>

Oggetto: Re: ORDER N. 230

Dear Sandra

Thank you very much for your PO. I have added your PO number to the proforma invoice, please let me know when the payment has been made and I will keep a check on our bank.

Please have a great summer vacation and I look forward to hearing from you on your return.

Best regards

Ryan

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On Thu, 3 Aug 2023 at 10:32, Sandra Gentilini <s.gentilini@novamedisan.it> wrote:

Dear Ryan,

We have the pleasure to send you here attached our PO 230.

Since we are going to close, we will pay the proforma invoice when we come back, then you can prepare the shipment and contact Francesca for agreements.

VAT : 02501461202

EORI number : IT02501461202

Thank you. Best regards

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Sandra Gentilini

Ufficio Acquisti

Purchasing Manager

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Thank you

Da: Main Account <viamedinbox@gmail.com> **Per conto di** Ryan Swaine

Inviato: lunedì 31 luglio 2023 17:06

A: Sandra Gentilini <s.gentilini@novamedisan.it>

Cc: Cristina Cattini <c.cattini@novamedisan.it>; Francesca Monti <f.monti@novamedisan.it>; Carla Cattini <carlacattini@novamedisan.it>; Marco Boco <m.boco@novamedisan.it>

Oggetto: Re: Maxtec EyeMax

Dear Sandra

Thank you very much for your email and the introduction.

Please find your proforma invoice attached, our address, bank details and VAT number is listed. I have not added carriage or insurance, as it appears you would prefer to organise a collection, but please let me know if you would like us to look into the costs for you.

Certification and labelling should be exactly the same as from Maxtec.

Please can you provide your VAT and EORI number and I will add them to the invoice.

If and when you are happy to proceed, please make your payment to the bank details listed on the proforma invoice and let me know so I can keep an eye on our bank for you.

Please let me know if you have any questions or concerns.

Please have a great vacation.

Best regards

Ryan

Ryan Swaine

International Sales Manager

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On Mon, 31 Jul 2023 at 14:21, Sandra Gentilini <s.gentilini@novamedisan.it> wrote:

Dear Ryan,

It's a pleasure to contact you for the first time.

I'd like to introduce our Team , who will work with you:

Mrs Carla Cattini – President and owner

Mrs Cristina Cattini – CEO and owner

Mrs Marco Boco – Sales and Marketing Director

Mrs Francesca Monti – Marketing Assistant and Logistic Dept

And me Sandra Gentilini – Purchasing Dept.

We confirm that we are interested to buy from you the Maxtec references, so I kindly ask you to send us all your Company's details needed to place the order, to pick up the goods and to pay

(Company name, address, VAT, warehouse address, payment terms, bank account , and any other special instruction to know)

Francesca will be in touch with you to check if TDS, Certifications and packaging are the same as Maxtec.

Within this Friday , last working day, we'd like to place the PO for the following quantities but the shipment will be arranged when we come back.

R300P01 – Regular – 200 CASES

R300P02 – Premie – 90 CASES

R300P03 – Micro – 30 CASES

We wait your kind reply. Thank you. Best regards

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Sandra Gentilini

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Thank you

Da: Main Account <viamedinbox@gmail.com> **Per conto di** Ryan Swaine

Inviato: martedì 25 luglio 2023 15:19

A: Marco Boco <m.boco@novamedisan.it>

Cc: Cristina Cattini <c.cattini@novamedisan.it>; Sandra Gentilini <s.gentilini@novamedisan.it>; Francesca Monti <f.monti@novamedisan.it>; Carla Cattini <carlacattini@novamedisan.it>

Oggetto: Re: Maxtec EyeMax

Hi Marco

Please find a picture of one of the labels attached, the Maxtec references are as follows:

R300P01 - Regular

R300P02 - Premie

R300P03 - Micro

I will wait to hear from your colleague Sandra, but in the meantime please let me know if you have any questions.

Best regards

Ryan

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On Tue, 25 Jul 2023 at 11:21, Marco Boco <m.boco@novamedisan.it> wrote:

Dear Ryan,

Yesterday Sarah gave me your contact and explained this possibility of buying from you.

Thanks so much for the quotation. It is very important because it probably allows us not to lose old customers who cannot accept the price increase we have had. Also it is very useful for the next offers we will send, because the latest price is very high for our market.

With my colleague Sandra, in cc, who manages supplier orders, we will analyze the current situation of stocks and supplier orders and will contact you soon.

In the meantime, could you send me a photo of the labels? I see you have your part number but it would be easier if there was also the Maxtec part number which is the same one we use.

Kind regards

Marco Boco

Marco Boco

Responsabile Commerciale

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Da: Main Account <viamedinbox@gmail.com> **Per conto di** Ryan Swaine

Inviato: martedì 25 luglio 2023 11:39

A: Marco Boco <m.boco@novamedisan.it>

Oggetto: Maxtec EyeMax

Dear Mr. Marco Boco

Please accept my email, we have received your details from Maxtec in regards to your interest in the EyeMax 2 Phototherapy Eye Masks. I am pleased to inform you that we would be happy to supply you from our UK based warehouse at our distributor pricing.

Please find our pricing and some product information attached.

Please let us know what sort of quantity you would require and I can send you a quotation with the delivered costs.

I look forward to hearing from you and please do not hesitate to contact me if you have any questions.

Kind regards

Ryan

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