



Cathy Green &lt;viamed.cathy.green@gmail.com&gt;

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**Already requested RMA returns**

1 message

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**Cathy Green** <cathy.green@viamed.co.uk>  
To: "Magno, Cynar (US)" <Cynar.Magno@teledyne.com>  
Bcc: Main Account <viamedinbox@gmail.com>

17 October 2024 at 17:31

Dear Cynar

We have a lot of RMA returns that we have requested on many previous emails, that were sent to Margie Read and one to IND Returns and also Josh Hildabrand. None of these have been resolved by Teledyne, Please can I pass all the information to you, so that we can work through them. I will send them in groups to you. Please be aware that some of them will now be out of warranty, but they were fully in warranty when they were requested.

We do have a email stating that we do not need to send back sensors for evaluation if they are under warranty. (Email attached)

It has been discussed before that instead of us receiving replacement sensors, that we receive credit notes for the failed sensors. Credit notes would work a lot better for us rather than replacements. Receiving credits should speed things up for both companies.

RTS1100956 :email sent to Teledyne requesting RMA 19/01/2024 reply from Margi dated 20/01/2021 I'm just confirming to you that I have seen your email regarding the recent failures for total of 16 sensors. Automotive sensors failed in QA under warranty

I'll have our Sensor Analyst review the Failure details you've given and reply back to you if we need them returned or if we will just send Warranty replacements and ask you to scrap them out your facility.

RTS1100963: email sent to Teledyne 29/01/2024 Requesting RMA. Automotive sensors faied in QA under warranty

RTS1100972: Email sent to Teledyne 26/04/24 requesting RMA. Reply received 27/01/2024 I've asked QC and Sales management to advise if we need to have these 5 medical sensors and the 24 automotive sensors return. I should get an answer from them by Monday- 4/29/2024. Automotive sensors failed in QA under Warranty

RTS1100980 and RTS1100982: Email sent to Teledyne to request RMA 12/6/24. Received out of office reply on 12/6/24, and a response from Josh Hildabrand , to state the repair team were included in the email thread. Automotive sensors failed in QA under warranty.

RTS1100986: Email sent to Teledyne requesting RMA 27/06/24. No response

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Kind regards

Cathy Green  
Goods Out / Stock Control Supervisor  
Viamed Ltd.

<http://www.viamed.co.uk>  
Email: [cathy.green@viamed.co.uk](mailto:cathy.green@viamed.co.uk)

Tel: 44 (0)1535 634 542  
Fax: 44 (0)1535 635 582

Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)  
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**7 attachments**



**RMA Request Teledyne Box 963 20240129.pdf**  
3K



**Teledyne RMA Request Box 956 Automtive failed in QA. 20240119.pdf**  
3K



**Teledyne RMA request Box 982 cg 20260612.pdf**  
3K



**Teledyne RMA Request Box 980 cg 20240612.pdf**  
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