

Re: Sales order 352188 - 10 x R125P01-007 missing from the shipment

1 message

16 June 2025

Steve Nixon <steve.nixon@viamed.co.uk>
 To: MXT-Quality <quality@maxtec.com>
 Cc: Sarah Palmer <spalmer@maxtec.com>
 Bcc: Main Account <viamedinbox@gmail.com>

Thank you for the update Jordan.

If you can supply a formal closure letter, we then add it to our ISO files and complete the issue.

Regards

Steve

On Mon, 16 Jun 2025 at 18:37, MXT-Quality <quality@maxtec.com> wrote:

Hello Steve,

I apologize for the delay in responding to you, and for the missing sensors in your recent order. We have found the missing sensors you identified and will send them to you as soon as possible. I don't have a tracking number yet, but will forward to you as soon as I receive it.

We want to investigate why this issue occurred. I have initiated complaint number **COM-5897**, and attached you will find the **formal acknowledgement letter**. **Would you like a formal response back on this short-shipment issue?**

Please don't hesitate to reach out with any questions or concerns.

Best Regards,

Jordan Goodman

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From: Steve Nixon <steve.nixon@viamed.co.uk>
Sent: Wednesday, June 4, 2025 11:24 AM
To: MXT-Maxtec Customer Service <customerservice@maxtec.com>
Subject: Sales order 352188 - 10 x R125P01-007 missing from the shipment

Hi

We have received the following, but 10 of the R125P01-007 MAX-250 sensors are missing (serial numbers LD30499051 to LD30499060)

We have received 40 sensors instead of 50. Can you please resolve this.

SHIPMENT CONFIRMATION
Sales Order: 352188 Customer PO#: PVM4461 Date Shipped: 6/2/2025

SOLD TO		SHIP TO		BILL TO	
M5755		M5755		M5755	
VIAMED		VIAMED		VIAMED	
15 STATION RD		15 STATION RD		15 STATION RD	
CROSS HILLS, KEIGHLEY		CROSS HILLS, KEIGHLEY		CROSS HILLS, KEIGHLEY	
WEST YORKSHIRE, BD20 7DT		WEST YORKSHIRE, BD20 7DT		WEST YORKSHIRE, BD20 7DT	
GB		GB		GB	
LN	Part ID	Description	Shipped	Bal Due	Ship Via
1	R116P82-001	SENSOR OXYGEN, MAX-14 KORR CONNECTIONS	15	0	UPS Express Save
1	R116P82-001	SENSOR OXYGEN, MAX-14 KORR CONNECTIONS	5	0	UPS Express Save
2	R125P01-007	SENSOR,MAX-250 INTERNAL MED. WITH O-RING	50	0	UPS Express Save
3	R125P02-011	SENSOR, MAX-250+ INTERNAL MEDICAL	20	0	UPS Express Save
4	R125P11-001	SENSOR, MAX-250K VIASYS DC CONNET MED.	20	0	UPS Express Save
5	R140P02	SENSOR, MAX-550E EXTERNAL MEDICAL	20	0	UPS Express Save
999			0		WWE
					1Z8412980450253355

Steve

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