

Feedback from Customers

361791 Positive Feedback From Mediq In The Netherlands To Cathy Green In Goods

Out:Issue Visable to:**Helen LambANDDerek Lamb**

 *VIAMED Feedback VIAMED Customer Feedback Positive*

#[361791](#)- Created: 16 Apr 2025 11:39:31 AM By Helen Lamb

Set to User: **Derek Lamb**

.Added by Helen Lamb sent to Derek Lamb

From: Schooneveld, Michael

Date: Wed, 16 Apr 2025 at 08:55

Subject: Re: UPS UK[E-NBK888] Tracking No: 1Z9W96386840838863 Exception Notification

To: Cathy Green

Dear Cathy,

Thank you for this great service and help. We would like to use the option to pay the costs to you in advance. So that we do not have the same problem as now.


Would you like to send the invoice to me directly, so that I can have it paid with priority.

Met vriendelijke groet, Best regards,

Michael Schooneveld, Technische Service Zorginstellingen

17 Apr 2025 Derek Lamb

348999 Samson Scientific: 0110425 MAX-250 With O Ring:Issue Visable to:**Marketing LogANDGeneral**

 *Projects Projects*

#[348999](#)- Created: 06 Dec 2024 08:39:58 AM By Marketing Log

Set to User: **General**

.Customer requested back in stock notification for 0110425 MAX-250 with O Ring. Informed stock due in to us w/c 16th December. Requested address details to raise proforma invoice, if required.

Catrin Hird 16 Dec 2024

Andy

Received email from customer stating he will require 2 pieces. Said would provide order w/c 8th Dec but not yet received. Followed up to see if any further progress.

Catrin Hird 16 Dec 2024

Andy Dick

Customer informed that the repair is going to be completed in January so will purchase then.

Positive feedback provided: "That`s okay no problem at all and thank you for checking in with me this morning. I realise that I haven`t placed an order with you yet but your service is already superb compared to a lot of suppliers."

330051 Positive Feedback From James Cook University Hospital:Issue Visible to:**Steve HardakerANDGeneral**

 *VIAMED Feedback VIAMED Customer Feedback Positive*

#[330051](#)- Created: 20 May 2024 10:50:26 AM By Steve Hardaker

Set to User: **General**

.Added by Steve Hardaker sent to General

INFORMATION ONLY ISSUED**DO NOT**ADD NOTES!

After providing Bryan Gauchi at James Cook University Hospital with an up-to-date spare parts price list for the discontinued Tom Thumb and details on stock availability, he emailed to say:

"It's much appreciated Steve and makes our lives easier, very few company's provide that kind of service nowadays, I'm afraid, so thanks again."

329792 Positive Feedback From Gemco:Issue Visible to:**Steve HardakerANDGeneral**

 *VIAMED Feedback VIAMED Customer Feedback Positive*

#[329792](#)- Created: 16 May 2024 05:45:49 PM By Steve Hardaker

Set to User: **General**

.Added by Steve Hardaker sent to General

INFORMATION ONLY ISSUED**DO NOT**ADD NOTES!

After releasing some reserved R-22AVG stock to prevent them potential running out of sensors before stock arrives for their order, Ryan Curzon emailed to say "Thank you Steve, this is why we use you! Excellent service!"

334203 Positive Comment From Hunter And Co:Issue Visible to:**Kate GriffithsANDDerek Lamb**

 *VIAMED Feedback VIAMED Customer Feedback Positive*

#[334203](#)- Created: 03 Jul 2024 02:40:25 PM By Kate Griffiths

Set to User: **Derek Lamb**

Stock Reference: 0110122

.Added by Kate Griffiths sent to Derek Lamb

INFORMATION ONLY ISSUED**DO NOT**ADD NOTES!

Regarding replacement R-22A - "I'm more than happy with the outcome, you guys always provide great service".