

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

1 message

MXT-Quality <quality@maxtec.com>

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

Cc: MXT-Maxtec Customer Service <customerservice@maxtec.com>, MXT-Quality <quality@maxtec.com>

16 June 2025 at

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



permapure.com

Perma Pure on [LinkedIn](#)



maxtec.com

Maxtec on [LinkedIn](#)



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
M5755
VIAMED
15 STATION RD
CROSS HILLS, KEIGHLEY
WEST YORKSHIRE, BD20 7DT
GB

SHIP TO
M5755
VIAMED
15 STATION RD
CROSS HILLS, KEIGHLEY
WEST YORKSHIRE, BD20 7DT
GB

BILL TO
M5755
VIAMED
15 STATION RD
CROSS HILLS, KEIGHLEY
WEST YORKSHIRE, BD20 7DT
GB

<u>LN</u>	<u>Part ID</u>	<u>Description</u>	<u>Shipped</u>	<u>Bal Due</u>	<u>Ship Via</u>	<u>Tracking Number</u>
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	1Z841298045025335

Steve

Steve Nixon

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GDPR / Privacy Policy available at www.viamed.co.uk/policy

 **COM-5897 Maxtec Complaint Acknowledgment.pdf**

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