
Returns label for Ceratherm 600-3 - SRS65932

1 message

Steve Hardaker <steve.hardaker@viamed.co.uk>
To: paul.kemp@nnuh.nhs.uk

12 April 2017 at 15:14

Hi Paul,

Please find attached a returns label to allow you to return the radiant warmer to us on Viamed's UPS account. The returns authorisation reference is SRS65932.

You will need to print the label and stick it to the packaging and then contact UPS on 0845 787 7877 to arrange a collection, giving them your address.

If UPS ask if you have or need an airway bill, you can advise that you have one as the label covers this. UPS will usually collect on the next working day.

We don't have a replacement unit as yet, Nufer have already agreed to ship one to us next week, I will contact them now to ask for this to be increased to 2 units.

If you are able to get a photograph of the damage for our records, that would be appreciated, if not, we will document it upon inspection.

We have opened a Customer Complaint Record to document the investigation, the reference number is CCN149. If you have anything that you would like to add, eg any internal incident reports, service reports etc, please email them to me.

I apologise for any inconvenience; we have not had any similar reports of damage of this nature and will strive to investigate and resolve as quickly as possible.

Regards,
Steve

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