



Cathy Green <viamed.cathy.green@gmail.com>

RE: RMA Request || VIAMED - RTS11001083 / SENSORS x 6. SO# 00866488

1 message

Bowen, Chris (US) <Christopher.Bowen@teledyne.com>

14 August 2026 at 01:40

To: Cathy Green <cathy.green@viamed.co.uk>

Cc: "Bowen, Chris (US)" <Christopher.Bowen@teledyne.com>, "Reinoso, Christina (US)" <Christina.Reinoso@teledyne.com>

Dear Cathy,

Please find attached our warranty sales order.

Seller's Offer, and any order issued by Buyer to Seller for the goods and/or services specified herein, is expressly limited to Seller's General Terms and Conditions of Sale, which can be found at the below site links. Seller objects to any different or additional terms except, in connection with an order in furtherance of a government prime contract, those government contract clauses that are required by law to be incorporated herein.

[Teledyne Analytical Instruments](#)

If you have any questions, please feel free to contact me.

Regards,

Chris Bowen
Director of Customer Service

Teledyne API, Monitor Labs, Analytical Instruments, and Hastings

Main: +1.858.657.9800 - Direct: +1.858.642.7759

cbowen@teledyne.com

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From: IND_Repairs <IND_Repairs@Teledyne.com>**Sent:** Thursday, August 13, 2026 9:08 AM**To:** Reinoso, Christina (US) <Christina.Reinoso@Teledyne.com>; Cathy Green <cathy.green@viamed.co.uk>; IND_Repairs <IND_Repairs@Teledyne.com>**Cc:** Milversted, Rob (US) <Rob.Milversted@Teledyne.com>; Bowen, Chris (US) <Christopher.Bowen@Teledyne.com>**Subject:** RE: RMA Request || VIAMED - RTS11001083 / SENSORS x 6.

Hi Christina,

Here's another one, Christina. Please send 6 sensors as warranty replacements; customer doesn't have to send the defective parts back.

Best regards,

Trina Donloe | *Technical Service Support* | *Analytical Field Service Administrator*

Teledyne Analytical Instruments // 16830 Chestnut Street, City of Industry, CA 91748, USA (Primary)

Teledyne API // 9970 Carroll Canyon Rd, San Diego, CA 92126, USA

Direct +1 858 657 9813 // Trina.Garland@Teledyne.com



www.teledyne-ai.com



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From: Cathy Green <cathy.green@viamed.co.uk>

Sent: Wednesday, August 12, 2026 7:31 AM

To: IND_Repairs <IND_Repairs@Teledyne.com>

Cc: Reinoso, Christina (US) <Christina.Reinoso@Teledyne.com>; Milversted, Rob (US) <Rob.Milversted@Teledyne.com>

Subject: Re: RMA Request || VIAMED - RTS11001083 / SENSORS x 6.

External Email

Dear Repairs Team

Please advise when we may receive the replacement sensors for Box 1083, we were advised on 9th July 2026 that we would receive replacements.

Kind Regards

Cathy Green

On Thu, 9 Jul 2026 at 17:46, IND_Repairs <IND_Repairs@teledyne.com> wrote:

Hi Christina,

Please see attached and email trail below and advise customer.

Best regards,

Trina Donloe | *Technical Service Support* | *Analytical Field Service Administrator*

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From: Cathy Green <cathy.green@viamed.co.uk>

Sent: Thursday, July 9, 2026 9:04 AM

To: IND_Repairs <IND_Repairs@Teledyne.com>

Subject: Re: RMA Request || VIAMED - RTS11001083 / SENSORS x 6.

External Email

Dear Repairs Team

Please could you advise when we will receive these replacements. Box 1083

Kind Regards

Cathy Green

On Tue, 26 May 2026 at 21:45, IND_Repairs <IND_Repairs@teledyne.com> wrote:

Hi Cathy,

Our sales team will send you warranty replacements for all six sensors and you do not have to send in the defective ones.

Best regards,

Trina Garland | *Technical Service Support* | *Analytical Field Service Administrator*

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From: Cathy Green <cathy.green@viamed.co.uk>

Sent: Friday, May 22, 2026 9:04 AM

To: IND_Repairs <IND_Repairs@Teledyne.com>

Subject: RMA Request

External Email

Dear Repair Team

Please can we have a RMA for the attached,

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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

Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

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Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

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Kind regards

Cathy Green

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