

To: Bob Caffrey[r [REDACTED]]
Cc: [REDACTED]
From: [REDACTED]
Sent: Wed 8/26/2015 11:50:22 AM
Subject: Re: Lincoln Replacement Door

Ok, lets hope Jason can get our door installed on Lincoln's dime...we did an entire house in their product...they should do it.

I don't like to hear you rec'd a legal letter from the gutter guys?! What is the plan there? How much is the bill?

On Aug 25, 2015, at 8:39 PM, Robert Caffrey <r [REDACTED]> wrote:

Talked to him. I don't see where the issue is. It's not Jason it's his boss. The gutter guy just sent me a legal letter for not paying him for fixing the gutters. I put plenty of gutters up. Never had a problem till these gutters. No worries it will all work out.

I left my phone at Bucknell hopefully I will have it tomorrow.

From: L [REDACTED]
Sent: Tuesday, August 25, 2015 6:39 PM
To: Jason Gladman
Cc: Robert Caffrey; [REDACTED]
Subject: Re: Lincoln Replacement Door

Super...thank you so very much!
You have a good night as well. Lesley

On Aug 25, 2015, at 6:34 PM, Jason Gladman <[REDACTED]> wrote:

Hi [REDACTED]

I haven't forgotten about you. We are going back and fourth with Lincoln on this installation issue and I expect to have an answer on this one way or the other by the EOD tomorrow.

I'll keep you posted. Have a good night!

Jason

Jason Gladman
Architectural Rep.

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On Fri, Aug 21, 2015 at 6:53 PM, [REDACTED] > wrote:
Hi Jason...following up...did you have a chance to speak with Lincoln door rep?

Thanks, [REDACTED]

On Aug 13, 2015, at 7:47 PM, Jason Gladman <[REDACTED]> wrote:

Hi [REDACTED]

Hopefully this worked...see email below.

Thanks,

Jason

Sent from my Verizon Wireless 4G LTE smartphone

----- Forwarded message -----

From: "Jason Gladman" <[REDACTED]>

Date: Aug 12, 2015 11:39 PM

Subject: Lincoln Replacement Door

To: [REDACTED]

Cc: [REDACTED]

Hi [REDACTED]

The Lincoln Replacement Door Slab still has a couple more weeks before it gets delivered to my office (I'll ask my office for a more precise date tomorrow), but I wanted you to start preparing for the Installation. Unfortunately, Lincoln and will replace the door at No Charge, but they don't cover Installation. Therefore, you will need to have Bob Caffrey or someone else install and paint the door. Our Service Department can install the door for you at a rate of \$90 per hr. but their services don't include painting. If you're interested in having us do it, I'll find out how many hours it will take and let you know exactly how much it will cost. I apologize I didn't tell you this a couple of weeks ago when I placed the order, but to be honest with you, I've never had to do this before and didn't think about the painting end of it. I was also thinking we were replacing the Active Panel, which would have been very easy to install and I would have just had my Service Tech do it for you at no charge, but being that it's the inactive panel there's a lot more to it. Again, I'm sorry for any inconvenience this may cause but feel free to email, call, or text me with any questions.

Best
Jason

Jason Gladman
Architectural Rep.

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