

To: Gregory Riches [REDACTED]
Cc: [REDACTED]; Richard
Kahn[REDACTED]; [REDACTED]; Lesley
Groff[REDACTED]
From: Eduardo
Sent: Mon 12/15/2014 6:56:16 PM
Subject: RE: NYC & PB delivery schedule ASAP

Gregory,

We have to separate ALL stock items since the quote was "one bulk trip to NY for all apartments, which was going to happen together with the furniture from our factory in February, now we will forward all items to be marked separately one by one since they will go to different apartments, also we have the additional items you ordered last month and needed to be included.

Unfortunately we have to wait for the freight company to send us the quote with any possible adjustments.

We will give you the date for PB today.

I appreciate your patience, at this time of the year all clients want their products, so it is very hectic.

Regards,

Eduardo

From: Gregory Riches [REDACTED]
Sent: Monday, December 15, 2014 10:20 AM
To: Eduardo

Cc: [REDACTED] 'Richard Kahn' [REDACTED]; 'Lesley Groff'
Subject: Re: NYC & PB delivery schedule ASAP

Eduardo,

I don't understand why this is taking so long to extract a delivery date out of your company. This merchandise is in stock and I was told you needed to get the Items out of your warehouse several weeks ago, so why the delay?

On December 5 I had a detailed telephone conversation with Rosana in which she promised me profusely that I would have a delivery date within a day or two of the wire transfer which happened last monday.

Now we are starting another week without a schedule. This is unacceptable. Both my client and Rich are at wits end repeatedly looking for an answer as am I and we are all losing our patience.

I want a definitive answer from someone at ARTEFACTO TODAY!

Please advise ASAP.

Gregory

On Dec 13, 2014, at 11:54 AM, Eduardo <[REDACTED]> wrote:

Good morning Gregory,

I was out of the store.

Rosana got a great quote for the whole cargo, white glove to a central warehouse in NY and different shipments to the apartments, as she explained to you over the phone. I am sure she will be able to revise the freight information, since the client decided to split the cargo in 2 shipments from Miami.

Please have in mind the new request to separate the freight was recent and there are a lot of items to consider, once the freight company answers Rosana's request, we will send it to you ASAP.

Thank you,

Eduardo

From: Gregory Riches [mailto:████████████████████]
Sent: Saturday, December 13, 2014 9:16 AM
To: <████████████████████>
Cc: A_EDUARDO TREVISAN; Richard Kahn; <████████████████████> Gomes; Lesley Groff
Subject: Re: NYC & PB delivery schedule ASAP

Rosana,

I am just back from my trip and I still do not have a delivery schedule for the furniture for NYC and Palm beach

that you promised me before I left over a week ago.

My client is very anxious and impatient to have a schedule by monday at the latest.

Please make sure this happen as soon as possible.

Thanks,

Gregory

On Dec 7, 2014, at 1:48 PM, "Carolina Gomes" <[REDACTED]> wrote:

Hello Gregory

Please, find attached the # 066429/55 revised, as per your request.

Best regards,

Carolina Gomes

a r t e f a c t o

17651 Biscayne Blvd. Aventura, Fl 33160

Phone: [REDACTED] / Fax: [REDACTED]

[REDACTED]

www.artefacto.com

<PB 066429.pdf>

Gregory Riches

INTERIORS

43 West 28th #3

NYC, NY 10001



Gregory Riches

INTERIORS

43 West 28th #3

NYC, NY 10001

