

To: Merwin [REDACTED]
From: [REDACTED]
Sent: Thur 10/2/2014 5:03:32 PM
Subject: Re: Jeffrey Eptein - AMT Service

He claims we did not get charged for this. He never gave me an itemized receipt. Installation and delivery was part of the first purchase as well.

Sent from my iPhone

On Oct 2, 2014, at 12:57 PM, Merwin <[REDACTED]> wrote:

Thank you [REDACTED] He is still trying to justify why his people could not fix it.

Did we get charge for installation and programming though do you know? If we did, i will just ask for a refund.

Thank you
Merwin Dela Cruz

On Oct 2, 2014, at 12:51 PM, [REDACTED] wrote:

Great job merwin

Sent from my iPhone

On Oct 2, 2014, at 12:02 PM, Merwin Dela cruz <[REDACTED]> wrote:

Thank you [REDACTED]

Nat,
No, John's people could not fix it. I had to program and register it myself with the help of Precor Tech support. It is now working as it should be.

Did we get charged for installation and programming?
Thanks

Merwin Dela Cruz

On Thursday, October 2, 2014 11:36 AM, [REDACTED] wrote:

I will let merwin answer!

Sent from my iPhone

On Oct 2, 2014, at 11:24 AM, Nat Gennace

<[REDACTED]> wrote:

> Hello [REDACTED] and Merwin,

>

> I was just writing to follow up and see how everything went with the service on the AMT? Was John able to rectify the issue with the console?

>

> Nat Gennace

> Manager, Online Fitness Consultant

> Leisure Fitness Equipment

> 193 Route 17 (Between Midland and Century, next to Dunkin Donuts)

> Paramus, NJ 07652-- [REDACTED] (Mon, Tu, Thu, Fri, Sat)

> Check out www.leisurefitness.com - Guaranteed best pricing

> Authorized Dealer of Precor, Spirit, Inspire, Landice, Life Fitness, Cascade, Body Solid,

> Torque, Teeter, Powerblock, GoFit, SportsArt, Diamondback, and LifeSpan equipment

>

> From: Merwin [REDACTED]

> Sent: Friday, September 26, 2014 10:51 AM

> To: [REDACTED]

> Cc: Nat Gennace

> Subject: Re: Jeffrey Epstein

>

> I just spoke with John from expedited service . He said he is expecting the new console on Tuesday and once received they will come out and install it the same day.

>

> I did receive a phone message from John on Tuesday but I was not able to reach him when I called back.

>

> Merwin Dela Cruz

>

>

>

>

>

>> On Sep 26, 2014, at 10:34 AM, [REDACTED]

>> <[REDACTED]> wrote:

>>

>> Thanks

>> I'll bet merwin received the call from JOhn. Merwin will follow up.

>>

>> Sent from my iPhone

>>

>>> On Sep 26, 2014, at 10:25 AM, Nat Gennace

<[REDACTED]> wrote:

>>>

>>> I would appreciate the feedback.

>>>

>>> Just to clarify, John Ferreira of our Expedited Service branch is handling the service. John said he reached out to you regarding the service, but if you missed the call or if the number wasn't clear, John's office line is [REDACTED] (his assistant, Claudia, may answer if John is not available).

>>>

>>> I am awaiting an update regarding the status of the part from John.

>>>

>>> Nat Gennace

>>> Manager, Online Fitness Consultant

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>>>

>>> From: [REDACTED]

>>> Sent: Friday, September 26, 2014 10:22 AM

>>> To: Nat Gennace

>>> Cc: merwin dela cruz

>>> Subject: Re: Jeffrey Epstein

>>>

>>> Thank you for your reply. I will try to find out why Jeffrey feels he cannot exercise. We will await your reply back in parts and service call.

>>>

>>> Sent from my iPhone

>>>

>>>> On Sep 26, 2014, at 10:16 AM, Nat Gennace

<[REDACTED]> wrote:

>>>>

>>>> Hello [REDACTED]

>>>>

>>>> I will contact John today to get an update on the status of the machine. However, I do not think that Jeffrey's statement is fair or accurate. There is simply an issue with the TV-Tuner: the machine is otherwise installed properly, and was installed by a well trained and well regarded technician. Mike has A LOT of experience with installs of this nature. Further, I know Mike spent a considerable amount of additional time trying to rectify this issue on site.

>>>>

>>>> I apologize that there was any issue, but it does not prevent the machine from being used for exercise.

>>>>

>>>> I will try to expedite the service call, but we are waiting on a replacement part to get the tuner running.

>>>>

>>>> Nat Gennace

>>>> Manager, Online Fitness Consultant

>>>> Leisure Fitness Equipment

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>>>>

>>>> From: [REDACTED]

>>>> Sent: Friday, September 26, 2014 8:24 AM

>>>> To: Nat Gennace

>>>> Cc: merwin dela cruz

>>>> Subject: Jeffrey Epstein

>>>>

>>>> Good morning Nat...Jeffrey is quite unhappy and says he is "unable to exercise because someone was sent who had never set up this type of machine before"...Can you please find out when we will have a person who has done these installs many times before to come out and finish what needs to be done? I understand parts needed to be ordered? When will they arrive? Please let Merwin and I know today...

>>>>

>>>> Thanks for your help,

>>>> [REDACTED]