

From: Gregory Riches <[REDACTED]>
To: Eduardo <[REDACTED]>
Cc: <[REDACTED]>, "Richard Kahn" <[REDACTED]>, <[REDACTED]>, "Lesley Groff" <[REDACTED]>
Subject: Re: NYC & PB delivery schedule ASAP
Date: Mon, 15 Dec 2014 15:19:47 +0000

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: [REDACTED]]
Sent: Saturday, December 13, 2014 9:16 AM
To: < [REDACTED] >
Cc: A_EDUARDO TREVISAN; Richard Kahn; < [REDACTED] > 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

<PB 066429.pdf>

Gregory Riches
INTERIORS
43 West 28th #3
NYC, NY 10001
[REDACTED]

Gregory Riches
INTERIORS
43 West 28th #3
NYC, NY 10001
[REDACTED]