

From: "Eduardo" <[REDACTED]>
To: "Gregory Riches" <[REDACTED]>
Cc: <[REDACTED]>, "Richard Kahn" <[REDACTED]>, <[REDACTED]>, "[REDACTED]" <[REDACTED]>
Subject: RE: NYC & PB delivery schedule ASAP
Date: Mon, 15 Dec 2014 18:56:16 +0000

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 [mailto:[REDACTED]]
Sent: Monday, December 15, 2014 10:20 AM
To: Eduardo
Cc: [REDACTED]; 'Richard Kahn'; [REDACTED]; [REDACTED]
Subject: Re: NYC & PB delivery schedule ASAP

EFTA00356574

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; < >
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" < > 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

[REDACTED]

[REDACTED]

[REDACTED]

<PB 066429.pdf>

Gregory Riches

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