

**From:** Lesley Groff <[REDACTED]>  
**To:** Robert <[REDACTED]>  
**Subject:** Re: Install  
**Date:** Thu, 12 Dec 2013 12:41:02 +0000

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Yes, hear you. Apparently they couldn't fit it on truck because they had other clients previously scheduled for yesterday they had to get to, so they did the best they could. I felt bad and have Jen my CC card. She put \$8000 on it. We will have the remainder to pay once they install the island (it will be more than \$2000 cause we were holding back on the backsplash also. Like you said, it's Xmas and everyone is trying to get paid!

Sent from my iPhone

On Dec 12, 2013, at 7:33 AM, "Robert" <[REDACTED]> wrote:

They could have also brought the entire thing and I would have paid them. What is the problem just bring the stuff and install and you get paid. The garage door guy didn't get paid because the windows need to be cleaned. He has a deposit and will be paid when he is finished.

If you want full payment bring everything with you. We don't have an Island. They said they would bring it on Friday.

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**From:** Lesley Groff [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** Wednesday, December 11, 2013 5:05 PM  
**To:** Bob Caffrey  
**Subject:** Fwd: Install

You didn't want to give them anything? oh my! I am calling with my CC so they will carry on with tempting the backsplash...I will add this to my total that I will need you to reimburse me for.

Begin forwarded message:

**From:** Jennifer Dalling <[REDACTED]>  
**Subject:** Install  
**Date:** December 11, 2013 4:26:51 PM EST  
**To:** Lesley Groff <[REDACTED]>

Hi Leslie,

I am a little unclear as to why the installers did not receive a check today for the install. I had talked to Robert on Tue and the installers called today to make sure he would be there with payment and he said he would be there with a check but one was not given. He was saying because the island was not installed. This was an issue because he cancelled on Tue and they could not fit it on the truck with the other installs they had today. He could have easily taken a few thousand off of the total and paid the rest. As I stated earlier COD's are to be paid at time of install and if this was the case we should not have installed any of the tops. Please let me know when a check will be mailed out. I will need payment before we will template backsplash and come back with the island.

Thank you,  
Jennifer

Sent from my iPhone