

**From:** [REDACTED] <[REDACTED]>  
**To:** Rich Barnett <[REDACTED]>  
**Subject:** Fwd:  
**Date:** Wed, 08 Feb 2012 18:35:49 +0000

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FYI. I have sent the flooring people another updated email with all the issues so they can show the new install people what they are dealing with in order to be prepared. If they come on Monday to try and fix everything, is that OK with you? JE will be back Tuesday night

Begin forwarded message:

**From:** MICHAEL LADENHEIM <[REDACTED]>  
**Subject:** Re:  
**Date:** February 8, 2012 1:32:27 PM EST  
**To:** [REDACTED] <[REDACTED]>  
**Cc:** [REDACTED]

Sarrah-

Im making attempts to get someone there in the next day or two for inspection but I'm not sure if I can turn that around in such a tight time frame. What I would like to do is send an installation crew back on Monday to complete the job. The photos you provided gave me ample information to judge what needs to be addressed and I will make sure they have the proper tools and materials to do so. I will keep you posted on getting someone there for inspection but lets plan on completing the job on Monday either way. Please let me know f this works for you as I will have Bernie, installation manager, call you to confirm.

Thank you

On Wed, 08 Feb 2012 11:16:55 -0500, [REDACTED] <[REDACTED]> wrote:

Hello Bernie and Mike,

I think whatever new installer you intend to send to try and fix this job should come to just have a look at the issues first to see if they can even fix them, and if they can, they can come to the job prepared with the proper materials needed. We don't need to waste anymore time than we have to.

If someone can come look at the job tomorrow, that would be the best for us. I am in town tomorrow, but leave Friday morning. Rich, the house manager will be back at the house on Monday, and that's when we would like the work to be finished before the owner comes back on Tuesday.

Please let me know if that works.

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These 2 show how the design is crooked; it veers to the left. If you notice in the second photo, this is of the adjacent wall to the cabinets, it is also skewed; the black diamonds are gradually getting smaller against the wall. So, if it's crooked against both the wall and the cabinets, it would be safe to conclude that the flooring is indeed skewed itself, not that the cabinets or wall is skewed.

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There are tears in the material in several of the corners. Not sure how this will be fixed? I understand caulking will help the edges look finished, but it won't hide the tears.

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Where to begin on these. If it was temporarily put down to avoid someone tripping, why was it glued down? and very meticulously small triangular pieces were cut to fill in the small spaces. Why bother cutting so many small little pieces to fit in the holes if it was meant to be temporary? I don't buy it. Your explanation doesn't make any sense. There is no excuse for this.

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There are bubbles popping up in several areas of the flooring. How does that get fixed? The floor is covered with blobs of glue everywhere as well because the installer didn't have any clean up solution for the glue. How is that possible??

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Seams coming up, and more tears in the material at the corners

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Tear in the material, and in second photo, another "cut and paste" job in the corner.

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More cuts and tears where there shouldn't be.

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Michael Ladenheim  
Flooring Liquidators  
270 North Street  
Teterboro, NJ 07608

[REDACTED] fax  
[REDACTED]