

From: Daphne Wallace <[REDACTED]>
To: [REDACTED]
Cc: Rich Kahn <[REDACTED]>, Karyna Shuliak <[REDACTED]>, [REDACTED], Bella Klein <[REDACTED]>
Subject: Re: Your order from ducduc Shipped!
Date: Thu, 28 Jun 2018 18:37:00 +0000

Greetings Eileen,

The beds arrived at Tropical Shipping yesterday as promised. Thank you and kind regards, Daphne

On Wed, Jun 27, 2018 at 2:21 PM Eileen Rollins <[REDACTED]> wrote:

Hello,

Thank you so much.

Please keep me updated.

Have a nice day.

Eileen Rollins

Client Support & Logistics Coordinator

The New Traditionalists

ducduc

100 Lawton Street

Torrington, CT 06790

T: [REDACTED]

www.ducducnyc.com

www.thenewtraditionalists.com

From: Daphne Wallace [mailto:[REDACTED]]
Sent: Wednesday, June 27, 2018 4:18 PM
To: Eileen Rollins
Cc: Rich Kahn; Karyna Shuliak; Kathryn Magagna; Bella Klein
Subject: Re: Your order from ducduc Shipped!

Greetings Eileen,

Confirming that the shipment has not been tallied in as yet, so I cannot see it on the website. I will keep checking and email all as soon as it appears.

Kind regards, Daphne

On Wed, Jun 27, 2018 at 2:03 PM Eileen Rollins <[REDACTED]> wrote:

Hello Richard,

I am sorry it got crazy here.

I have just had conformation that the delivery has occurred.

I tried to confirm that with Tropical and was advised they could not confirm that until tomorrow when the information was updated in their system.

Please keep me updated if you need anything at all.

Thank you and have a great day.

Eileen Rollins

Client Support & Logistics Coordinator

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From: Richard Kahn [mailto: [REDACTED]]
Sent: Wednesday, June 27, 2018 2:56 PM
To: Eileen Rollins
Cc: Karyna Shuliak; Kathryn Magagna; Daphne Wallace; Bella Klein
Subject: Re: Your order from ducduc Shipped!

i never heard back from you yesterday regarding shipping / crating issue

please advise

thank you

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
tel [REDACTED]
fax [REDACTED]
cell [REDACTED]

On Jun 19, 2018, at 1:31 PM, Eileen Rollins < [REDACTED] > wrote:

Hello,

Just so I understand you want a refund?

Thank you.

Eileen Rollins

Client Support & Logistics Coordinator

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From: Richard Kahn [mailto: [REDACTED]]
Sent: Tuesday, June 19, 2018 12:41 PM
To: Karyna Shuliak
Cc: Eileen Rollins; Kathryn Magagna; Daphne Wallace; Bella Klein
Subject: Re: Your order from ducduc Shipped!

eileen i just left you a voicemail

waiting until july 4th is not acceptable

it is now almost 12 weeks we are waiting on these beds..

please look into delivering sooner or if that cannot be done then lets discuss refunding our money

thank you

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
tel [REDACTED]
fax [REDACTED]
cell [REDACTED]

On Jun 18, 2018, at 9:28 AM, Karyna Shuliak <[REDACTED]> wrote:

Good morning Eileen,

Is it possible to get it done by the end of this week?

Thank you,

Karyna

On Jun 18, 2018, at 8:19 AM, Eileen Rollins

<[REDACTED]> wrote:

Good morning,

We do apologize for the error and have corrected it.

I have been in contact with White Glove Transportation and everything is being crated and will be delivered prior to the 4th of July.

Thank you for your patience and have a great day.

Eileen Rollins

Client Support & Logistics Coordinator

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From: Karyna Shuliak [[mailto:\[REDACTED\]](mailto:[REDACTED])]

Sent: Friday, June 15, 2018 5:14 PM

To: Eileen Rollins; Kathryn Magagna

Cc: Richard Kahn; Daphne Wallace; Bella Klein

Subject: Re: Your order from ducduc Shipped!

Dear Kathryn and Eileen,

EFTA00544850

Based on the phone call with Eileen earlier today, I understand that you made a mistake and did not crate the beds before shipping.

Please provide the new date when the furniture will be created and shipped. I would like for it to be done by the end of next week.

Thank you,

Karyna

On Jun 15, 2018, at 7:53 AM, Eileen Rollins <[REDACTED]> wrote:

<image003.jpg>

Congratulations! Your ducduc order shipped.

ORDER	100432
SHIPPED	6-14-18
CARRIER	White Glove Transportation
BOL	123810

It will be delivered via the carrier listed above – they will call the order's shipping contact to schedule a delivery appointment.

CARRIER	CONTACT
Special Moving Services	(212) 500-1010
White Glove Transportation	(718) 628-8900

IMPORTANT! Please inspect ALL pieces before signing for the delivery.

If there is any damage please note the issue on the Bill of Lading. If there is significant damage you may refuse the delivery. The shipper will report the issue to us, but please call Customer Service and let them know as well 212-226-1868 x406. We stand behind all of our products and will work with you to resolve the issues.

Please keep in mind that transit times vary according to final destination.

Tri-State (NY, NJ, CT) delivery: within 3 business days

Greater US delivery East of the Rockies: 7-14 business days

Greater US delivery West of the Rockies: 14-21 business days

If you have any other questions at all please call us at 877-538-2382 or 212-226-1868

Sincerely,

Client Services
<image005.jpg>

Eileen Rollins

Client Support & Logistics Coordinator

The New Traditionalists

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100 Lawton Street

Torrington, CT 06790

T: [REDACTED]

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Eileen Rollins

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