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Telephone: [REDACTED]
Telecopier: [REDACTED]

email: [REDACTED]

July 24, 2012

VIA EMAIL [REDACTED]
[REDACTED]

Dear Ms. [REDACTED]

Only July 17, 2012, Ms. [REDACTED] and I received an email from you regarding the shipment of three crates containing the 40 bark panels she ordered from you over a year ago, which stated:

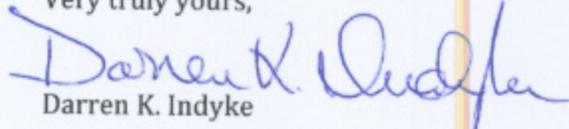
The three plywood crates left Wewak PNG yesterday on Air Niugini Airway bill # [REDACTED]. They are addressed to Tropical Shipping address below. On each box there is are three copies of the invoice and a copy of the National Museum Export Permit which are needed to clear customs in Florida . . . Most of the airfreight for the US goes through Singapore and the boxes would have got to Port Moresby in time to catch the once-a-week flight on Monday afternoon. Therefore the boxes should be in Florida this week.

Although you advised in your email that the boxes containing the panels "should be in Florida this week", yesterday I received a telephone call from you, followed by your email stating:

I spoke to [REDACTED] and Jesse (Port Moresby Cargo Duty Manager 675-327-3553). The three crates are in the Air Niugini Cargo warehouse in Port Moresby. They have been physically located and described to me by Jesse the Duty Manager. The Airway Bill [REDACTED] was lost from the boxes. ([REDACTED] saw Terry fix the airway bill to the crate in Wewak.) Tomorrow morning a copy of the Airway Bill is going to Jesse in Port Moresby on the 6 am flight out of Wewak and when he has it in hand he can tell me on what flight he can book it out of Port Moresby for the USA. . .The Air Niugini cargo "system" was "down" last week and nothing was input into the system. The "system" was restored today apparently so once the copy of the airway bill gets to Port Moresby and they input the backlog it should show in the Sri Lankan "system"...

Clearly the shipment was not sent out and did not arrive in Florida during the week of July 17, 2012 as you claimed and as related to the client. As you are well aware, delivery of this order is more than 6 months past due. The information you have provided to my client and myself has proven to be inaccurate time after time and is stretching the outermost limits of credibility. Please be advised that if by Friday, July 27, 2012 at 3PM NY time we do not receive dispositive written confirmation that the panels have shipped to my client, we will have no choice but to conclude that you are defrauding my client and will report this matter to the proper authorities.

Very truly yours,


Darren K. Indyke