

From: "Jermaine Ruan" <[REDACTED]>

To: "Shawn Tallard" <[REDACTED]>

Cc: "Rich Kahn" <[REDACTED]>

Subject: RE: Few follow up question

Date: Wed, 03 Dec 2014 19:56:28 +0000

Inline-Images: image001.jpg; image002.jpg; image003.jpg; image004.jpg; image005.jpg

Thank you Shawn for the update. Please forward the tracking information as soon as the speakers ship and include an estimated date of arrival to the Palm Beach Estate.

Regards

Jruan

From: Shawn Tallard [mailto:[REDACTED]]

Sent: Wednesday, December 03, 2014 3:18 PM

To: 'Jermaine Ruan'

Subject: RE: Few follow up question

No problem. The speakers were ready to ship and waiting for only the grills to arrive last week at Technomad in Massachusetts (the place of assembly, and the point of origin for the shipment of the fully assembled speakers). When the grills arrived to them 11/26 (day before Thanksgiving), they were not painted. I'm not sure what color they were when they arrived to them, but they need to be Forest Green. So they sent the grills back to be painted with a request to expedite, keeping in mind the holiday. The updated ETA which I provided you in an email 11/26 at 11:27 am central was that they would be shipping out late this week.

Technomad anticipates shipping everything tomorrow or Friday from their MA facility, and that's in line with what they told us last week. I'll keep you posted as I know more.

Thanks,

Shawn

Referrals Much Appreciated and Welcomed. Thank you!

Shawn Tallard
National Sales and Systems Consultant
Full Compass Systems
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Madison, WI 53593-8442



"Be kind. Everyone you meet is fighting a hard battle." --Ian Maclaren

From: Jermaine Ruan [mailto: [REDACTED]]

Sent: Wednesday, December 03, 2014 12:46 PM

To: [REDACTED]

Subject: Few follow up question

Hi Shawn,

I am updating my supervisors to our conversation. Can you confirm the following per your conversation:

- The customize green speakers arrive to Assembly and Distribution the week before thanksgiving to be shipped on Monday
 - The grills came in black instead of the green that was requested
 - When did they see the error and request the new grills
 - Is Assembly and Distribution in WI also?

- The new green grills are schedule to arrive today and the new shipping date is 12/4