

From: "jeffrey E." <jeevacation@gmail.com>
To: Gregory Riches <[REDACTED]>, [REDACTED] <[REDACTED]>
Subject: Re: Artefacto
Date: Mon, 26 Jan 2015 21:01:19 +0000

can 3m sofa go anywhere else beside [REDACTED]

On Sat, Jan 24, 2015 at 6:20 PM, Gregory Riches <[REDACTED]> wrote:

Dear Jeffrey,

Sorry to bother you with this but we have a issue with Artefacto that I feel you need to be abreast of.

Yesterday the delivery company was able to deliver two sofas, one to 10F and 2G in the elevator as I suspected was possible originally but the deliver company insisted they wouldn't fit.

They also delivered a mirror to 3M which is the wrong color which they will have to be picked up at another time because the packing that it came in was destroyed. They need to come back with new packing material because it's a mirror.

The only remaining piece in this delivery was a Jenson sofa for 3M. The original idea, which we spoke about back in November was for this to be delivered to 3M and the sofa there was to go to 11J. [REDACTED] does not want to give up her existing sofa so I tried to have that delivered to 11J as an alternative but there is a beam obstruction in the stairwell between the 5th and 6th floor that does not allow this to happen and it does not fit into the elevator. I wanted them to attempt to deliver this to yesterday but [REDACTED] insisted that we wait until she spoke to you.

Artefacto would normally charge a 25% restocking fee but I just spoke to Eduardo just now to clarify and he said he would talk to the manager, Rosana to wave the fee but we would most likely have to pay the shipping charge. He will let me know on Monday.

Should we return the sofa or try to deliver it to 3M when they pick up the mirror?

Please advise.

Thanks,
Gregory

Gregory Riches
INTERIORS
[REDACTED]

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please note

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