

From: [REDACTED] <[REDACTED]>
To: Kate Bolasky <[REDACTED]>
Subject: Fwd: pdf floorplan
Date: Thu, 02 Jun 2011 18:43:05 +0000

Hello Kate,

I have sent the below email to Wayne and James regarding an order I'm interested in placing. I gave Wayne a revised parquet design I'd like to do for these floors with a floor plan 3 weeks ago and have heard nothing from anyone. I sent James another email on May 21, but no response. I called your showroom yesterday and am still waiting for a call or email back. Is there anyone who can help me with this, or do you think it best I look for another company to use? The lack of communication is getting very frustrating.

Thank you,
[REDACTED]

Begin forwarded message:

From: [REDACTED] <[REDACTED]>
Date: June 2, 2011 2:36:18 PM EDT
To: Wayne Dickinson <[REDACTED]>
Cc: James Carroll <[REDACTED]>
Subject: Re: pdf floorplan

Hello Wayne and James.

I have heard nothing back from anyone since I sent this floor plan to you on May 13th. It will be 3 weeks tomorrow with no word. Does it usually take this long to get a quote? I need to get this project finished asap, and am wondering if it takes this long just to get a quote, then how long will I have to wait for the actual product? I called your showroom yesterday and am still waiting for a call or email back. A response would be greatly appreciated as I think you have an excellent product, but I may have no choice but to use a different company. I get the impression you don't seem very interested in my business. I look forward to hearing from you either way so I know how to proceed. Thank you.

[REDACTED]
[REDACTED]
301 E 66th St
New York, NY 10065
[REDACTED]

On May 13, 2011, at 12:24 PM, Wayne Dickinson wrote:

Hello [REDACTED],

Thanks for the plan! I'm forwarding to James as he is revising your quote.

Best,
Wayne

----- Forwarded message -----

From: [REDACTED] <[REDACTED]>

Date: Fri, May 13, 2011 at 11:29 AM

Subject: pdf floorplan

To: [REDACTED]

Hi Wayne,

I was in your showroom on Wednesday and gave you a copy of my floor plan and idea for a parquet floor.

Please find attached a pdf of the floor plan to my apt as requested in order to produce a cad of the design.

Thank you for your help.

[REDACTED]

[REDACTED]

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WAYNE DICKINSON / LV WOOD / 24 West 20th Street / New York City / lvwood.com / t:

[REDACTED]

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