

From: [REDACTED] <[REDACTED]>
To: Gregory Riches <[REDACTED]>
Cc: Rich Kahn <[REDACTED]>
Subject: Re: ARTEFACTO - Status of beds
Date: Tue, 30 Dec 2014 15:00:10 +0000

this is one unorganized company...unbelievable...did [REDACTED] take 2 beds yesterday from the apartments? are we without beds now? please let me know

On Dec 30, 2014, at 9:07 AM, Gregory Riches <[REDACTED]> wrote:

Now we are not getting any beds!
See email below...
I'll try to get to the bottom of this when I get back from [REDACTED].
G

Sent from my iPhone

Begin forwarded message:

From: "Susana Pereira" <[REDACTED]>
Date: December 29, 2014 at 9:43:07 PM EST
To: <[REDACTED]>
Cc: "Eduardo" <[REDACTED]>, <[REDACTED]>, "Marilia Olive"
<[REDACTED]>, "Eduardo" <[REDACTED]>, "DAIANA"
<[REDACTED]>
Subject: ARTEFACTO - Status of beds

Dear Mr. Riches,

My name is Susana Pereira and I work out of the Artefacto Warehouse in Miami.

First and foremost I'd like to express our sincere apologies for the inconvenience with the Spectra Beds. We are making all efforts to obtain new beds for you as soon as possible. Since these do come by container we are working dilligently to have a shipment sent over and expect to receive the Spectra Queen Beds by the end of January. As for the Spectra Full Beds, these are not readily available at this time and may take longer to arrive as they must undergo the production process first. That being said, the arrival of these may take up to 90 days.

Again, we regret that the items in stock did not pass Quality Control and will make every effort to resolve this issue as soon as possible.

Kind regards,

Susana Pereira

artefacto

[REDACTED]

Miami, FL 33167

[REDACTED]

T

[REDACTED]

F

[REDACTED] <[mailto:\[REDACTED\]](mailto:[REDACTED])>
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<winmail.dat>