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**From:** [REDACTED] <[REDACTED]>  
**Sent:** Thursday, December 15, 2011 10:12 PM  
**To:** Sandy  
**Subject:** Re: [REDACTED] New order ART REQUEST

I don't remember the exact number, but I want to say around 50. I had the box all packed up and ready to go 3 weeks ago, but had to leave town suddenly for work and wasn't able to send them until I returned to the city. The backing on all of the pads comes off quite easily, all you have to do is bend the pad slightly and it cracks right off. These are just the ones which are completely already off or half way off. I won't be placing any more orders with you until I know that this issue can be remedied. None of the small samples you sent me before had this issue, so I'm sure it can be remedied. I've also included in the box a sample of an old notepad we had made years ago(I don't know with which company) which does not have this same issue; the glue is very pliable, not brittle.

On Dec 15, 2011, at 5:06 PM, Sandy wrote:

> I apologize but it has been a while since we discussed this. How many will you be sending back?

> ----- Original Message ----- From: "[REDACTED]" <[REDACTED]>

> To: "Sandy" <[REDACTED]>

> Sent: Thursday, December 15, 2011 3:21 PM

> Subject: Re: [REDACTED] New order ART REQUEST

>

>

>> Hi Sandy,

>> I will be sending the pads back to you today which have the backs completely off, or coming off. Just confirming the address is:

>>>> USA Custom Pad - 1- [REDACTED]

>>>> 16 Winkler Rd.

>>>> Sidney, NY 13838

>> Shall I make the box out to your attention?

>>

>> On Nov 14, 2011, at 2:15 PM, Sandy wrote:

>>

>>> Hi Sarah,

>>> I apologize for the inconvenience of the backs coming off the pads. I assure you that this is not a normal situation and not quite sure why this happened. I will be glad to take the defective pads back and have them re glued for you and try to figure out the reason behind it.

>>> As far as the thickness, they are a standard 40 sheet pad, which is what you ordered.

>>> If you would like to add more sheets, we can but this would definitely be an issue with the glue not adhering.

>>> Please let me know.

>>> Thank you

>>> ----- Original Message ----- From: "[REDACTED]" <[REDACTED]>

>>> To: "Kris Neidlinger" <[REDACTED]>

>>> Cc: "Sandy" <[REDACTED]>

>>> Sent: Monday, November 14, 2011 1:20 PM

>>> Subject: Re: [REDACTED] New order ART REQUEST

>>>

>>>

>>>> sorry for the late reply. The font I used was Charlemagne Std Bold  
>>>> I have been going through the boxes of pads from my last order, and several of the pads have the cardboard backing completely separated from the pads, and many are half way peeling off the back. I am very hesitant to order more pads if that's the way they are going to arrive. I can't really use the pads with no backing on them.  
>>>> Also, they are quite thin. Is it possible to make them twice the thickness for each pad? Again, if you can assure me you can affix the cardboard backing properly, I will place another order as the coloring and quality of paper is good, but I am concerned about the backing coming off of so many of the pads.

>>>>

>>>> On Oct 31, 2011, at 7:38 PM, Kris Neidlinger wrote:

>>>>

>>>>> Hi, Sarah - Thank you very much for contacting us for a new order.

>>>>> I am working on getting you a proof, but unfortunately I cannot

>>>>> use the art as sent because the lettering is low-resolution

>>>>> (72dpi, minimum for print-quality is 300dpi at actual size) and

>>>>> embedded / flattened into the background so that there is no font

>>>>> information available. If I could have you please tell me what

>>>>> font is used for the initials, I can set it up, otherwise I will

>>>>> need you to please send that art with text not flattened into a

>>>>> low-resolution image, and/or send the

>>>>> file(s) as a .pdf such that I can extract the text as usable

>>>>> graphics. Please feel free to ask me if you have any questions

>>>>> about the art, Sandy will be handling all other details of your

>>>>> order (pricing etc.). I will watch for further information/files

>>>>> and send a proof when possible. Thank you again for working with

>>>>> us!

>>>>>

>>>>> Best regards,

>>>>>

>>>>> Kris Neidlinger

>>>>> USA Custom Pad - 1- [REDACTED]

>>>>> 16 Winkler Rd.

>>>>> Sidney, NY 13838

>>>>>

>>>>> -----Original Message-----

>>>>> From: [REDACTED] [mailto:[REDACTED]]

>>>>> Sent: Friday, October 28, 2011 3:23 PM

>>>>> To: Sandy

>>>>> Cc: Kris Neidlinger

>>>>> Subject: New order

>>>>>

>>>>> Hello Sandy and Kris,

>>>>> I would like to order 250 pads each of the attached 3 sizes of

>>>>> pads; 8x10, 5.5x8, 4x6.

>>>>> Thank you,

>>>>> [REDACTED]

>>>>>

>>>

>

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