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**From:** [REDACTED]  
**Sent:** Tuesday, February 14, 2012 9:40 PM  
**To:** MICHAEL LADENHEIM  
**Cc:** Rich Barnett  
**Subject:** Re:

Hello Michael. The owner of the house is back today and saw the flooring for the first time. He also agrees that the kitchen will need to be reinstalled. His words were "it's not even close". I spoke with Jerry whom you sent to have a look at the flooring yesterday and I'm sure he has confirmed with you that the flooring is completely crooked in the kitchen.

The owner said he will consider installing the floor straight like the hallway because he has little faith the installers would ever get it right installing on the diagonal. I will confirm he is OK with installing it straight, then you will need to sort out redoing the kitchen part of the project to remedy the situation. I will be in touch by tomorrow to confirm his.

On Feb 8, 2012, at 3:32 PM, MICHAEL LADENHEIM wrote:

[REDACTED]  
I'm making attempts to get someone there in the next day or two for inspection but I'm not sure if I can turn that around in such a tight time frame. What I would like to do is send an installation crew back on Monday to complete the job. The photos you provided gave me ample information to judge what needs to be addressed and I will make sure they have the proper tools and materials to do so. I will keep you posted on getting someone there for inspection but let's plan on completing the job on Monday either way. Please let me know if this works for you as I will have Bernie, installation manager, call you to confirm.

Thank you

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Michael Ladenheim  
Flooring Liquidators  
270 North Street  
Teterboro, NJ 07608  
[REDACTED]

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