

**From:** [REDACTED]  
**Sent:** Wednesday, February 8, 2012 4:10 PM

These 2 show how the design is crooked; it veers to the left. If you notice in the second photo, this is of the adjacent wall to the cabinets, it is also skewed; the black diamonds are gradually getting smaller against the wall. So, if it's crooked against both the wall and the cabinets, it would be safe to conclude that the flooring is indeed skewed itself, not that the cabinets or wall is skewed.

There are ears in the material in several of the corners. Not sure how this will be fixed? I understand caulking will help the edges look finished, but it won't hide the ears.

Where to begin =n these. If it was temporarily put down to avoid someone tripping, why =as it glued down? and very meticulously small triangular pieces were =ut to fill in the small spaces. Why bother cutting so many small little =ieces to fit in the holes if temporary? I don't buy it. Your =xplanation doesn't make any sense. There is no excuse for =his.

There are bubbles popping up in several areas of the flooring. How does that get fixed?

Seams =oming up, and more tears in the material at the =orners

Tear in the material, and in second photo, another "cut and paste" job in the corner.

More cuts and =ears where there shouldn'