

From: [REDACTED]
Sent: Wednesday, February 8, 2012 4:15 PM
To: MICHAEL LADENHEIM
Cc: [REDACTED]

Hello Bernie and Mike,

I think whatever new installer you intend to send to try and fix this job should come to just have a look at the issues first to see if they can even fix them, and if they can, they can come to the job prepared with the proper materials needed. We don't need to waste anymore time than we have so.

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 =explanation 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? The floor is covered with blobs of glue everywhere as well because the installer didn't have any clean up solution for the glue. How is that possible??

Seams coming up, and more tears in the material at the corners

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

More cuts and tears where there shouldn't be.

2