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**From:** [REDACTED]  
**Sent:** Wednesday, February 8, 2012 4:17 PM  
**To:** MICHAEL LADENHEIM  
**Cc:** bernie@flooringliquidatorsonline.com  
**Attachments:** IMG\_2190.jpeg; Untitled attachment 00059.txt; IMG\_2202.jpeg; Untitled attachment 00062.txt; IMG\_2191.jpeg; Untitled attachment 00065.txt; IMG\_2194.jpeg; Untitled attachment 00068.txt; IMG\_2195.jpeg; IMG\_2207.jpeg; Untitled attachment 00071.txt; IMG\_2200.jpeg; Untitled attachment 00074.txt; IMG\_2203.jpeg; IMG\_2204.jpeg; Untitled attachment 00077.txt; IMG\_2210.jpeg; IMG\_2212.jpeg; Untitled attachment 00080.txt; IMG\_2213.jpeg; IMG\_2214.jpeg; Untitled attachment 00083.txt

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 to.

If someone can come look at the job tomorrow, that would be the best for us. I am in town tomorrow, but leave Friday morning. Rich, the house manager will be back at the house on Monday, and that's when we would like the work to be finished before the owner comes back on Tuesday.

Please let me know if that works.