
From: Richard Kahn [REDACTED]
Sent: Monday, June 18, 2018 10:31 PM
To: Karyna Shuliak
Subject: Re: Your order from ducduc Shipped!

did she respond?
shall i call her tomorrow?

Richard Kahn
HBRK Associates =nc.
575 Lexington =venue, 4th Floor
New York, NY =0022
[REDACTED]

On Jun 18, 2018, at 9:28 AM, Karyna Shuliak [REDACTED] wrote:

Good morning =ileen,
Is it possible to get it =one by the end of this week?
Thank =ou,
Karyna

On Jun 18, 2018, at 8:19 AM, Eileen Rollins [REDACTED] wrote:

Good =orning,
We do =pologize for the error and have corrected it.
I have been in contact with White =love Transportation and everything is being crated and will be
=elivered prior to the 4th of July.
Thank you for your patience and =ave a great day.

Eileen Rollins
Client Support & Logistics Coordinator
The New Traditionalists
ducduc
100 Lawton Street
Torrington, CT 06790
[REDACTED]

www.ducducnyc.com <<http://www.ducducnyc.com/>>
www.thenewtraditionalists.com

From: Karyna Shuliak [REDACTED]
Sent: Friday, June 15, 2018 5:14 PM
To: Eileen Rollins; Kathryn Magagna
Cc: Richard Kahn; Daphne Wallace; Bella Klein
Subject: Re: Your order from ducduc shipped!

Dear Kathryn and Eileen,

Based on the phone call with Eileen earlier today, I understand that you made a mistake and did not crate the beds before shipping.

Please provide the new date when the furniture will be created and shipped. I would like for it to be done by the end of next week.

Thank you,

Karyna

On Jun 15, 2018, at 7:53 AM, Eileen Rollins [REDACTED] wrote:

<image003.jpg>

Congratulations! Your ducduc order shipped.

ORDER
100432
SHIPPED
6-14-18
CARRIER
White Glove Transportation
BOL
123810

It will be delivered via the carrier listed above – they will call the order's shipping contact to schedule a delivery appointment.

CARRIER
CONTACT
Special Moving Services
[REDACTED]
White Glove Transportation
[REDACTED]

IMPORTANT! Please inspect ALL pieces before signing for the delivery.

If there is any damage please note the issue on the Bill of Lading. If there is significant damage you may refuse the delivery. The shipper will report the issue to us, but please call Customer Service and let them know as well [REDACTED]. We stand behind all of our products and will work with you to resolve the issues.

Please keep in mind that transit times vary according to final destination.

Tri-State (NY, NJ, CT) delivery: within 3 business days
Greater US delivery East of the Rockies: 7-14 business days
Greater US delivery West of the Rockies: 14-21 business days

If you have any other questions at all please call us at [REDACTED]

or [REDACTED]

Sincerely,

Client Services
<image005.jpg>

Eileen Rollins
Client Support & Logistics Coordinator
The New Traditionalists
ducduc
100 Lawton Street
Torrington, CT 06790
[REDACTED]

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