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**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 =omorrow?

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 =ologize 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) <<http://www.ducducnyc.com>>  
[www.thenewtraditionalists.com](http://www.thenewtraditionalists.com)

From: Karyna Shuliak [REDACTED]  
Sent: Friday, June 15, 2018 5:14 =M  
To: Eileen Rollins; Kathryn =agagna  
Cc: Richard Kahn; Daphne =allace; Bella Klein  
Subject: Re: Your order from ducduc =hipped!

Dear Kathryn and =ileen,

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

Please provide the new date when the =urniture will be created and shipped. I would like for it to be done by =he 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 =elivered via the carrier listed above – they will =all the order's shipping contact to schedule a delivery =ppointment.

CARRIER  
CONTACT  
Special Moving Services  
[REDACTED]

White Glove Transportation  
[REDACTED]

IMPORTANT! =nbsp; Please inspect ALL pieces before signing for the =elivery.

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

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

Tri-State (NY, NJ, =T) 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 =uestions at all please call us at [REDACTED] or [REDACTED]

Sincerely,

Client Services  
<image005.jpg>

Eileen Rollins  
Client Support & =ogistics Coordinator  
The New =raditionalists  
ducduc  
100 Lawton =treet  
Torrington, CT 06790  
[REDACTED]

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[REDACTED]

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