
From: jeffrey E. <jeevacation@gmail.com>
Sent: Monday, February 26, 2018 2:01 PM
To: Richard Kahn
Subject: Re: russell

which specific part was not available ? =C2 we also paid for 3 people 3 days. = 9 man days. =C2 we received 4.

Subject: Re:

Date: February 26, 2018 at 8:50:12 AM EST

To: <=b>Richard Kahn [REDACTED] <mailto:[REDACTED]>

<=iv>
Richard

I contact=d them on getting our 3 rd day back last week We have been=speaking to them since they left LSJ requesting a new proposal =div>The Regional director is a friend and I spoke to him 2xs over the week=nd The part was not available in PR or Florida not sure wh=re you are getting the 3 hour delivery from ? Obviously we are c=asing these answers on a daily basis We have also been pus=ing this am to get these answers

Russell Hernandez=C2

<=div>

On Feb 26, 2018, at 8:36 AM, Richard Kahn [REDACTED] wrote:

Russell=

More than 5 weeks have gone by since you=and mark said no worry the local president of caterpillar was a friend.

First they couldn't find time, then they said 3 men, =hree days and pay up front which you admitted was premium billing.<=r>Yet we followed your lead and were then told no good reason why th= second generator couldn't be made to start.

They =ould have had parts shipped from PR in 3 hrs...

Then=we are told end of week for numbers and on Saturday still nothing...=.

I'm sure you are aware that this is not helpful =nd without a doubt not how we do business.

Jeffrey should =ot again have to chase answers...

<=span>

Richard Kahn

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