



01/10/2018

To Whom It May Concern,

Anna Hochstedler purchased 3 Masonite fire doors on 8/29/17. With the high volume of fire door purchases due to the recent change with inspections in the city, the lead time was 10 weeks due to the doors being a Special Order. The doors were a size requiring them to be built. The ETA had been set for 12/9, which is when 2 of the 3 doors arrived. The 3rd door was noted as missing and not received by the store. I was directed by our rep with Masonite to do a refund/rebill in order to generate a new Purchase Order for the missing door. I asked him to prioritize the order.

On the install date the installer noticed that the second door was not the door ordered. It was the wrong size. A second Purchase Order was created last week to order the correct door. Again, a request was placed to expedite this door as well. I have sent an e-mail to our rep asking him to update the ETA, and currently awaiting a reply.

I will keep Anna in the loop, as well as the installer.

Please feel free to call with any questions at 207-482-2800.

Richard Gellinas

Millwork Sales Specialist