

Grahme Walsh

Elle
806
upcoming to
PASS

From: Ed Valencia
Sent: Thursday, February 10, 2011 4:20 PM
To: Yolanda DeSouza
Cc: Moe Santos; Grahme Walsh
Subject: Emailing: Elle - Suite 806 Toilet 001, Elle - Suite 806 Toilet 002, Elle - Suite 806 Toilet 003, Elle - Suite 806 Toilet 004
Attachments: Elle - Suite 806 Toilet 001.jpg; Elle - Suite 806 Toilet 002.jpg; Elle - Suite 806 Toilet 003.jpg; Elle - Suite 806 Toilet 004.jpg

Hi Yolanda,

We are please to inform you, the concern with the toilet in your suite, has been addressed. We have inserted the proper equipment to make sure nothing is blocking the passageway. Right after that, a brand new toilet was installed, as per the pictures attached.

We, at Amacon strive to provide the best Customer Service possible, and we're very sorry that you have endured this incident. Of course we, also must follow Tarion's Construction performance Guidelines and Procedures, and we must abide by it.

We are confident this work would be to your satisfaction, I would be very grateful to answer any questions you might have by literature material. Also please refer to Tarion Web site: www.tarion.com for warranty periods, wear/tear issues, procedures and how to take care and maintain your products in good working manner.

Sincerely Yours,

Ed Valencia
Customer Care

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