

Jonsie Poindexter

From: Watson, Laura M.
Sent: 12/15/2005 04:42:37 PM
To: Poindexter, Jonsie
CC:
BCC:
Subject: RE: COMPLAINING CUSTOMER

He sent in the money ahead of time so I don't understand there. He basically gave us approval by doing this.
Unfortunately Boxes are definitely gone. They throw them out when they get to the factory.

From: Poindexter, Jonsie
Sent: Thursday, December 15, 2005 4:30 PM
To: Watson, Laura M.
Subject: COMPLAINING CUSTOMER

Laura,

Mr. Beaker English of repair number 104672 and 104673 is NOT happy that his TPA's were replaced (under the Safety Modification Program). I tried to explain why. The he is quite unhappy because he only got one \$20 dollar rebate coupon. I told him I would send another for the second gun. ALSO, he is QUITE pissed off about not getting his original boxes back because he borrowed from friends. HE WANTS THEM BACK. I told him I would put notes on the repair which I did. HELP?! Can Ray locate these by any chance?

Jonsie Poindexter
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