

**Kelly**

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**From:** Kelly [kelly@teammoneytrees.com]  
**Sent:** Wednesday, July 01, 2009 6:28 PM  
**To:** 'raymond.schoderbek@BASF.com'  
**Cc:** 'Pete Walsh'  
**Subject:** FW: intention?

**Raymond,**

**Well it has happened, the NW bedroom has sprung a leak and has a bucket under it.**

Again, on the promise and commitment of your territory representative Pete Walsh, we have been waiting for your company to replace the failed material as promised. Lack of follow-through is creating a worsening and damaging condition, into the home which you and your company is fully aware. that the condition can only continually worsen. Regardless of the commitment, at the completion of the installation of your product and a promise from the representative who monitored materials and installation, to pay for replacement of any future failed materials, BASF not followed through but instead, sat by, knowing full well that hard rain eventually pass your failed materials.

Now the Rainey season is here and from my perspective I do not see how your company can have any basis of not complying with what was pledged.

Furthermore, If BASF had no intention of fulfilling that promise, it should have been stated at the inception of the failure being known as apposed to leading us to our detriment and now have infiltration into the home, which could have been avoided

Again I ask what are BASF intentions, especially now that the condition has shown a visible drip leak which is presently over my wife's workstation and computer

Please look at this as though it was your home and have some compassion to help us as promised.

Kelly Coleman

7/1/2009