



9720 Coit Rd. , STE. 180 Plano, TX 75025 214-620-1044

TO: Mr. & Mrs. Corcoran / 3453 Palm Lake Dr. Little Elm
FROM: Premier Pools & Spas / Aaron Baerwaldt / Operations Manager.
SUBJECT: On Line Post
DATE: 11/10/2017

Mr. & Mrs. Corcoran,

Based on our last discussion about your disparaging on-line post I would ask you to consider the following.

Construction of a project such as yours is not always a pleasant experience. Unfortunately, on your project we experienced more challenges than normal. Sometimes, despite our best efforts we fall short in meeting expectations. For this we (I), truly apologize.

Our reputation is very important to us, so I would like to respectfully and formally ask you to remove your disparaging on-line post about our company. While this is covered in our contract that you signed and agreed to I'm sure neither of us wants to follow that path. I am including a 3,500.00 invoice per our contract that is due 30 days from the below signed date. What I would prefer to do is close out the invoice and offer you the following. If you would be kind enough to remove the disparaging post, we will offer you a one-year extension of your NO FAULT pool equipment warranty. This could prove to be beneficial should any part of your pool equipment fail after the initial three years. Please remember that we already offer the best and longest warranty in the industry because every customer is important to us.

Please consider this and let me know if you have any questions. I will contact you on Monday 11/20/2017 to discuss this option.

Again, we truly apologize for the frustration we may have caused and look forward to resolving this matter.

A handwritten signature in black ink, appearing to read "A Baerwaldt".

Aaron Baerwaldt

Nov. 15th 2017

Operations Manager / Premier Pools & Spas



Premier Pool & Spa
9720 Coit Road Suite 180
Plano, TX 75025
(Office) 214-620-1044 (Fax)

INVOICE 1122

11/15/2017

Michael (PAP) Corcoran
3453 PALM LAKE DR
Little Elm, TX 75068
Mobile: 972-623-8923

Thank you for your business. Please make your check payable to: 'Premier Pool & Spa' and use your Job Number (1914) as the Reference on your check.

Addendum Transaction Detail

	Amount
Warranty - Addendum Amount	\$3,500.00
Warranty - Addendum Payments	- \$0.00
Warranty - Amount Due:	\$3,500.00

Addendum Description

This is an invoice for a google hit. The home owner has until Dec 15th to either pay the invoice or agree to the offer we made. see Aaron For details

Customer agrees to pay the above amount. _____

Customer Signature/Date

Thank You,
Premier Pool & Spa

Account Statement

Type	Phase Description	Completed	Amount	Credits	Payments	Amount Due
Draw	Dig	06/21/2017	\$26,880.34	\$0.00	\$26,880.34	(\$0.00)
	Gunite	07/08/2017	\$19,200.24	\$0.00	\$19,200.24	\$0.00
	Tile & Coping	07/17/2017	\$15,360.19	\$0.00	\$15,360.19	\$0.00
	Deck Form	09/18/2017	\$11,520.15	\$0.00	\$11,660.47	(\$140.32)
	Plaster Prep	09/27/2017	\$3,840.05	\$1,512.78	\$2,186.95	\$140.32
Addendums	Deck Form	09/18/2017	\$1,191.00	\$0.00	\$1,191.00	\$0.00
	Deck Form	09/18/2017	\$1,580.00	\$0.00	\$1,580.00	\$0.00
	Warranty		\$3,500.00	\$0.00	\$0.00	\$0.00
TOTALS:			\$83,071.97	(\$1,512.78)	\$78,059.19	\$0.00

x = Non-Costable