

FULL HISTORY FOR EMAIL STRING WITH THE SUBJECT:

“LACK OF PROGRESS ON YOUR BMW” *November 9, 2021 – November 12, 2021*

From: lee_rector blackforestwerkshop.com <lee_rector@blackforestwerkshop.com>

Date: Tue, Nov 9, 2021 at 10:40 AM

Subject: lack of progress on your BMW repair

To: jadenriley748@gmail.com <jadenriley748@gmail.com>

Hi Jaden,

I hope all is well with you.

Your insurance company told me they will not pay me administrative fee's which are fee's to cover work that is not involved in the actual repair.

He laughed at me.

I had contacted him for additional money needed to perform a repair on the hood which he only offered to pay a portion of additional work. I also told him (and sent a photo) of the aluminum reinforcement which is bent and must be replaced. He located a used one in Fort Worth. He offered to pay me back for the cost (\$180.00 for the used one) plus only a 25% markup. 25% is only a break even point. We to have a minimum of 30% markup to function as a sustainable business in todays ever exceedingly more exspenaive business to operate.

He failed to include any shipping.

This means I must re file another suppliment just for shipping. I'll need markup on the cost of shipping just as we need it for parts.

Their process of filing a suppliment thru their web site is a failure as that system does not reply back an in progress copy of my request to confirm it actually is in progress. The other way is for me to call them, which the adjuster devided I was not going to get paid for this additional work on an administrative level therefore I cannot afford the time to call them.

I'm contacting you for two reasons, to let you know where we are on this repair and also to ask you to call them and tell them to add shipping for the part they located plus a markup on that exspense. Finally, I'll need that money in the bank to balance the books for these expenses and to be able to release the vehicle once the work is done so, I am still waiting for the check which will be short on shipping.

If they allowed me to function properly they would pay the retail price, I'll get my markup thru my discounted price from the dealer and there would not be any shipping charges as well as the parts would likely arrive in a timely fashion. One additional step in ordering from various salvage yards is there is always a delay in filling out their credit card approval forms which they need to have on file to assure they will have money secured prior to them shipping any parts. Yet another step I don't have to accomplish ordering thru a dealership as I have a revolving account with theme.

Please contact them and insist they cover these areas they are lacking so we will be able to proceed.

Best regards,

H. Lee Rector

Black Forest Workshop Inc.

2512 Buell Ave.

Austin, Texas 78757

512-300-2697

www.4werk.com

From: Jaden Riley <jadenriley748@gmail.com>

Date: Fri, Nov 12, 2021 at 2:40 AM

Subject: Re: lack of progress on your BMW repair

To: lee_rector blackforestwerkshop.com <lee_rector@blackforestwerkshop.com>

Cc: Jaden Riley <jadenriley748@gmail.com>

Hello, Lee.

Thank you for your email. I apologize for the delayed response. Spoke with Statefarm on the 10th and send them a copy of your letter. They assured me that the claims adjustor assigned to my claims would get in touch with you 'soon,' but I couldn't get them to commit to a definite time/date.

Thanks,
Jaden Riley

From: lee_rector blackforestwerkshop.com <lee_rector@blackforestwerkshop.com>
Date: Fri, Nov 12, 2021 at 5:10 PM
Subject: Re: lack of progress on your BMW repair
To: Jaden Riley <jadenriley748@gmail.com>
Cc: Jaden Riley <jadenriley748@gmail.com>

Thanks for the reply.
I'm pretty sure the adjuster will not be my friend when he calls. He'll be strictly business and not in either of our favor.
Let's just get this wrapped up so you can get into your car asap.
Lee

Lee Rector
Black Forest Workshop Inc.
2512 Buell Ave.

Austin TX 78757
512-300-2697
www.4werk.com

FULL HISTORY FOR EMAIL STRING WITH THE SUBJECT:

“YOUR BMW” *November 17, 2021 – December 01, 2021*

From: lee_rector blackforestwerkshop.com <lee_rector@blackforestwerkshop.com>
Date: Wed, Nov 17, 2021 at 4:44 PM
Subject: Your BMW
To: Jaden Riley <jadenriley748@gmail.com>

Hi Jaden, I have not had a chance to compare what the insurance added to the cost of the repairs for your BMW but with the check they sent me (\$415.16) all I will need is your go ahead on repairing the front bumper cover, painting it and putting it back together with the extra new bumper reinforcement, your headlights and repairing the hood. I hope you'll be satisfied with the work but using the guy I use is going to be as inexpensive as I can offer. It may not come out perfect but everything he has done has been satisfactory. The difference will be \$825 from you once it's done.
I assume I will be able to locate a bumper reinforcement locally because the insurance only allowed a small amount compared to new so I'll have to try to find a used one locally since they did not include shipping.
Please reply with your go ahead so we can proceed with getting this vehicle completed.

H. Lee Rector

Black Forest Workshop Inc.
2512 Buell Ave.
Austin, Texas 78757
512-300-2697
www.4werk.com

From: Jaden Riley 748 <jadenriley748@gmail.com>
Date: Thu, Nov 18, 2021 at 7:56 AM
Subject: Re: Your BMW
To: lee_rector blackforestwerkshop.com <lee_rector@blackforestwerkshop.com>
Cc: Jaden Riley <jadenriley748@gmail.com>

Thank you, Lee. Yes, please proceed. I really do appreciate everything you've done. Thank you for all of your help. I'm sorry for the hassle and trouble helping me with my vehicle has been.

Jaden

From: Jaden Riley <jadenriley748@gmail.com>
Date: Mon, Nov 29, 2021 at 11:34 AM
Subject: Re: Your BMW
To: lee_rector blackforestwerkshop.com <lee_rector@blackforestwerkshop.com>
Cc: Jaden Riley <jadenriley748@gmail.com>

Hello, Lee.

I hope you had a good Thanksgiving. Enterprise called and said that my rental was due back by Wednesday at 6PM. Will this be enough time to finish up the repairs and oil change on my car? I do apologize for the hassle helping me has caused, and I thank you for being such an incredible person to do business with. I feel comfortable when I refer people to your shop.

Kind regards,

Jaden Riley
2012 Gray BMW 328i

From: lee_rector blackforestwerkshop.com <lee_rector@blackforestwerkshop.com>
Date: Mon, Nov 29, 2021 at 2:47 PM
Subject: Re: Your BMW
To: Jaden Riley <jadenriley748@gmail.com>
Cc: Jaden Riley <jadenriley748@gmail.com>

Thank you Jaden
I don't expect that to be a problem.
Thanks for the heads up.
Lee

Lee Rector
Black Forest Workshop Inc.
2512 Buell Ave.

From: Jaden Riley 748 <jadenriley748@gmail.com>
Date: Wed, Dec 1, 2021 at 12:21 PM
Subject: Re: Your BMW
To: lee_rector blackforestwerkshop.com <lee_rector@blackforestwerkshop.com>
Cc: Jaden Riley <jadenriley748@gmail.com>

Hello, Lee.

I hope all is well with you today. I'm trying to organize my day, when's a good time to come by today to pick up my car?

Kind regards,
Jaden Riley
512-713-6630

From: lee_rector blackforestwerkshop.com <lee_rector@blackforestwerkshop.com>

Date: Wed, Dec 1, 2021 at 4:08 PM
Subject: Re: Your BMW
To: Jaden Riley 748 <jadenriley748@gmail.com>
Cc: Jaden Riley <jadenriley748@gmail.com>

Hi Jaden, The painter had a couple of cars to complete so he's not been able to finish yours. I hope he'll get it done by Friday.
Please call me Friday morning about 10-11 and I'll have an update.
Thank you,

Lee Rector
Black Forest Workshop Inc.
2512 Buell Ave.

FULL HISTORY FOR EMAIL STRING WITH THE SUBJECT:

"CHECK RETURNED" *December 30, 2021 – January 03, 2021*

From: lee_rector blackforestworkshop.com <lee_rector@blackforestworkshop.com>
Date: Thu, December 30, 2021 at 12:05 PM
Subject: check returned
To: Jaden Riley <jadenriley748@gmail.com>

Hi Jaden
I'm sure the checking account you wrote your check thru was closed on error. The check was return due to the account being closed.
In order to avoid having to turn it in to the state I'll need you to cover it plus the remaining balance you owe of \$216.50. The check was for \$2051.96.
I'll need this to be paid within 1 week or I'll have no choice but to hand it over to the authorities. I suggest you find out yourself what it will result in once they have it.
I don't want that to happen.
Respectfully,

Lee Rector
Black Forest Workshop Inc.
2512 Buell Ave.

Austin TX 78757
512-300-2697
www.4werk.com

From: Jaden Riley <jadenriley748@gmail.com>
Date: Mon, January 03, 2022 at 11:09 AM
Subject: Re: check returned
To: lee_rector blackforestworkshop.com <lee_rector@blackforestworkshop.com>
Cc: Jaden Riley <jadenriley748@gmail.com>

Lee,

On 09/25/2021, I dropped my car off at Black Forest Workshop for repairs; 83 days later, on 12/17/2021, it was ready for pick-up.

On 9/27/2021 and, again per your request, on 11/02/2021, State Farm estimators visited your shop, met with you, and conducted an on-site assessment of the cost to repair the front and rear body damage to my vehicle.

On 11/17/2021, two weeks after the second insurance assessment and 53 days after having dropped my car off at your shop, you sent me an email stating that the total cost "will be \$825 from [me] once it's done" and requested my approval to begin work on my car to which I consented.

On 12/17/2021, 83 days after dropping my car off for repairs, I called and spoke with you. You said that my car was ready for pick-up and that the amount due was \$2051.16, two and a half times more than the \$825 we agreed to. When I arrived at Black Forest Werkshop later that day to pick up my car, you told me that the \$2051.16 you quoted to me over the phone a few hours prior was incorrect and requested payment from me of \$2268.46.

I have some questions and concerns regarding multiple aspects of this business transaction. I will be taking some time to seek guidance from objective professionals who are more knowledgeable than me on the most appropriate next steps for me to take on how to justly and amicably conclude our business arrangement.

Because I am soliciting others for guidance and advice, I must allow an appropriate amount of time and flexibility for correspondence to occur. You will receive additional information regarding my decision to proceed no later than the close of business on Monday, February 28, 2021, which is 60 days from 12/30/2021, the date you emailed me regarding my declined payment.

I will not reply to further communications, contact you again, or remit any payment before receiving the clarity and guidance I seek from knowledgeable and objective resources or before the close of business on Monday, February 28, 2021, whichever comes first.

Regards,

Jaden Riley