



Jaden Riley <jadenriley748@gmail.com>

lack of progress on your BMW repair

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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 expensave 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 exspenses 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

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