

From: Dave Kujawski <dave.kujawski@gmail.com>  
Subject: Re: Project Review Complete - Clear Options and Solutions for Your Carpet Installation  
Date: July 10, 2025 at 16:42:05 MST  
To: "Robert Thompson, CEO-Handi Services" <bobby@handiservice.us>  
Cc: Morgan Wooldridge <morgan@handiservice.us>, projectmanagementdept@handiservice.us, compliance@handiservice.us, Handi Services <clientsuccess@handiservice.us>

Hi Bobby,

I got your voicemail. My wife and I can be available at 11a tomorrow, Friday 7/10/2025, if that works for you.

On Thu, Jul 10, 2025 at 12:59 PM Dave Kujawski <[dave.kujawski@gmail.com](mailto:dave.kujawski@gmail.com)> wrote:  
Hi Bobby,

Thank you. We are not happy with the way that this project is being managed.

Walk me through the cancellation process and what is required from us to exit the project.

Sent from Gmail Mobile

On Thu, Jul 10, 2025 at 12:19 Robert Thompson, CEO-Handi Services <[bobby@handiservice.us](mailto:bobby@handiservice.us)> wrote:  
Dear Dave,

Thank you again for your recent message and for the opportunity to serve you and your family on this project. I also appreciate your patience and transparency as we've carefully reviewed all original scope details, communications, and recent developments.\*

We've now completed a comprehensive internal review, including consultation with Jon and examination of all project documentation. I want to provide you with complete transparency and fair solutions that work for your family's needs and timeline.

\*All documentation reviewed is available upon request.

## **1. Carpet Selection & Budget Analysis**

Your project budget includes a \$3,000 line item for flooring (please refer to your estimate), which was originally designed to cover:

- Carpet material (Standard)
- Basic rebond padding
- Adhesive, tack strips, transitions
- 10% waste buffer
- Standard installation coordination

Your Premium Selection Reality: Your actual selection of premium "Gregerson Canvas" carpet comes in at \$4,965.85 for 1,300 SF, plus:

- Freight: \$325
  - Premium pad (PST Smart Cushion): \$1,339.20
  - Additional adhesives & supplies: ~\$500 (estimated)
- Total Material Cost: \$7,130.05

This includes an additional 200 SF above what was initially quoted (your original estimate covered 1,100–1,150 SF). We understand this premium carpet was presented as a beautiful upgrade, and Jon had discussed a \$900 potential upgrade. However, that was prior to the updated square footage, premium pad recommended for this carpet by Pro Source, and freight/supply additions.

Current Gap: \$4,130.05 over original allowance

## **2. Furniture Moving Clarification & Our Investigation**

Regarding furniture moving, we deeply value transparency and your trust. After our thorough investigation:

What We Found:

- Reviewed all documentation and communications
- Personally consulted with Jon Gentile
- Found no written confirmation or line item for furniture moving
- Jon confirmed the only thing he can think of that would've given that impression is the fact that he described Handi Services as a "one-stop shop," this referred to our full-scope construction capabilities, not furniture handling unless specifically included.

What We Understand:

- You genuinely believed this service was included
- This creates an unexpected expense for your family
- Your circumstances (wife's injury, foster child, school deadline) make this particularly challenging.

## The Reality of Furniture Moving:

- Labor-intensive process with multiple moves required
- Can add 2–3 days to project timeline (consider \$800 per worker per extra day)
- Carries insurance and liability implications
- Typically costs 3,200–4,800 based on our standard rates

## Our Recommended Solution Package

Because customer satisfaction is our highest priority, and considering your family's situation, we're proposing our comprehensive solution:

### What We're Offering You:

#### Option 1: Company Goodwill Package (RECOMMENDED)

- Keep your premium Gregerson Canvas carpet (A copy of Invoice is attached to this Email)
- Furniture moving at \$1450 total cost (54.75%-69.85% discount-company absorbs other cost)
- Company absorbs \$1,500 in freight and additional materials
- Your additional investment: \$4,080.05 (vs. \$7,330.05 - \$8,930.05)
- Based on our Vendor relationship we can offer an additional -\$500 Discount (Total \$3,580.05)

\*There is an option to get lower quality carpet pad that could knock \$500-\$700 off of this total but the specialist at Pro Source HIGHLY recommends Premium padding for Premium carpet

\*\*Please understand, with this option, you are technically only paying the difference in your Premium carpet and materials and not paying ANY charges for the moving, there has been serious time and effort getting this option put together in a way that works best for your situation.

#### Option 2: Budget-Conscious Approach

- Downgrade to quality budget friendly carpet within allowance range + \$500 for additional sq ft and additional necessary materials (we will assist with the downgrade at no charge to you)
- Furniture moving at \$1450 total cost (54.75%-69.85% discount-company absorbs other cost)
- Your additional investment: \$1,950
- Based on our Vendor relationship we can offer an additional -\$250 (Total \$1,700)
- \*The bottom line: we have not placed the order yet for the carpet so we can

explore other options at no additional charge to help you keep the cost down.

PLEASE ALSO NOTE THAT WE ARE NOT CHARGING AN ADDITIONAL LABOR CHARGE FOR THE ADDITIONAL 200 SQ FT IN EITHER OPTION (SAVINGS OF \$1250)

## **Why We Recommend Option 1 (Goodwill Package)**

This solution:

- ✓ Honors the spirit of what you understood
- ✓ Delivers the premium quality you selected
- ✓ Eliminates the furniture moving dispute entirely
- ✓ Demonstrates our commitment to your satisfaction
- ✓ Creates a positive experience despite initial confusion

## **3. Value-Added Services (Included with Any Option)**

Regardless of which option you choose:

- Enhanced protection during installation (extra care for family circumstances)
- Quality assurance with multiple inspection checkpoints
- Post-installation support with a 10% Discount applied to next project (up to 200k)
- Extended warranty on our installation work
- Professional consultation for furniture placement optimization

## **Next Steps & Timeline**

This Week:

1. Your decision on preferred option
2. Material order placement
3. Installation scheduling and logistics coordination

I'm available for a brief call at your convenience to:

- Answer any questions about these options
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- Finalize timeline and logistics
- Address any remaining concerns

## **Our Commitment to Your Family**

Dave, we genuinely appreciate your trust in Handi Services. These types of scope details are exactly why we build comprehensive review processes — to ensure clarity and protect our client relationships.

You have my personal commitment that:

- We'll deliver exceptional quality and service
- Your project will get priority service and attention
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The premium carpet you've selected will be a beautiful addition to your home, and we want to ensure the entire process reflects the quality and professionalism you expect from us.

Blessings to you and yours as the school year approaches. We look forward to wrapping this up beautifully for you!

With Gratitude,

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From: Dave Kujawski <dave.kujawski@gmail.com>  
Subject: Re: Project Review Complete - Clear Options and Solutions for Your Carpet Installation  
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Cc: Morgan Wooldridge <morgan@handiservice.us>, projectmanagementdept@handiservice.us, compliance@handiservice.us, Handi Services <clientsuccess@handiservice.us>

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Subject: Project Review Complete - Clear Options and Solutions for Your Carpet Installation  
Date: July 10, 2025 at 12:18:52 MST  
To: "davekujawski@gmail.com" <davekujawski@gmail.com>, Morgan Wooldridge <morgan@handiservice.us>, projectmanagementdept@handiservice.us, compliance@handiservice.us, Handi

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