
From: Tran Vinh <Tran.Vinh@chanelusa.com>
To: Victoria Megens <victoria.m@molodesign.com>
Sent: 4/29/2017 2:49:09 PM
Subject: Re: Contact Form – Tran Vinh, Chanel

Hi Victoria

I received the wall and am very disappointed. It does not stay upright and is falling over even after stretching it. I would like to return this. Will the 17" wide be more dimensionally stable?

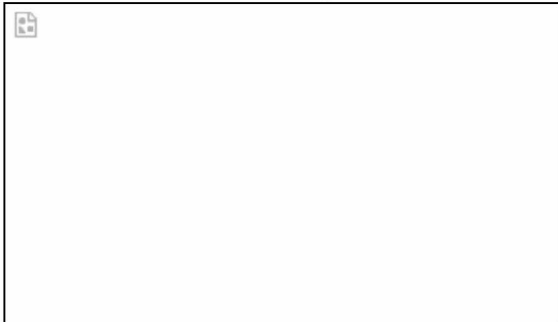
On Apr 24, 2017, at 2:04 PM, Victoria Megens <victoria.m@molodesign.com> wrote:

Hello Tran,

Thank you for your call. Your payment has been processed and we will now begin to prepare your order for shipping tomorrow.

Once the shipping process begins, you will receive a tracking number by email. Delivery time is 3 to 7 days to New York via FedEx International Priority.

Attached and below are helpful documents / videos to explain how to open softwall for the first time.



[softwall + softblock modular system white textile softwall · 02](#)

Looking forward to you receiving your new softwall.

very best,
Victoria

Victoria Megens
account manager

molo

1470 Venables Street
Vancouver, BC
Canada V5L 2G7
t. +1-604-685-0340
f. +1-604-685-0342
www.molodesign.com





This e-mail communication is confidential. If you are not the intended recipient, please notify me at the telephone number shown above or by return e-mail and delete this communication and any copy immediately. Thank you.

On 24 April 2017 at 09:09, Victoria Megens <victoria.m@molodesign.com> wrote:
Hello Tran,

Thank you for your reply.

I have switched the zip code to 10128.

For the Tax ID Number, we can ship the order without one. There is some chance that it will get delayed at customs, and if it does, we would need to find the Tax ID or W-8 for Chanel (this would be something that your accountant would have).

Thank you, Tran. Feel free to call me at anytime today to process the payment.

kind regards,
Victoria

Victoria Megens
account manager

molo

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On 24 April 2017 at 08:49, <Tran.Vinh@chanelusa.com> wrote:
The address zip need to change to 10128 (not "9")
Can you adjust?

Once sorted I can call in for a cc number

BEst

Tran

CHANEL

TRAN <_1_12AD0E5812AD0BEC0056E4238525810C.gif> 9 WEST 57th STREET, 2nd
VINH, AIA FLOOR
LEED GA NEW YORK, NY 10019
EXECUTIVE
DIRECTOR

(o) [+1 212 303 3497](tel:+12123033497)
(m) [+1 347 446 1021](tel:+13474461021)
TRAN.VINH@CHANELUSA.COM

STORE
DESIGN

From: Victoria Megens <victoria.m@molodesign.com>

To: Tran Vinh <Tran.Vinh@chanelusa.com>

Date: 04/24/2017 11:43 AM

Subject: Re: Fw: Contact Form – Tran Vinh, Chanel

Hello Tran,

I hope that you are well!

Below you will find a quote for white textile softwall (9" wide) with steel strips and felt handles.

Will the billing address also be 120 East 87 St, Apt R28C New York, NY 10129?

Please also send your Tax ID Number, EIN or W-8 form. Though molo takes care of all taxes for orders shipping into the USA, your Tax ID # will help to avoid any delays at customs.

Once we receive your payment, the order can ship via FedEx International Priority. The lead time is 3 to 7 days.

Thank you, Tran!

very best,
Victoria

Victoria Megens
account manager

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f. +1-604-685-0342
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On 24 April 2017 at 07:14, Tran Vinh <Tran.Vinh@chanelusa.com> wrote:

Hi Victoria

I would like to proceed with this version in 9". Can you add the felt pulls in grey and then we have a deal?!

Ship to should be changed to:

Tran Vinh
120 East 87 St, Apt R28C
New York, NY 10129

How does this come? in UPS?

All the best

Tran

CHANEL

TRAN <_1_11F03A9C11F038300056E4238525810C.gif> 9 WEST 57th STREET, 2nd
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TRAN.VINH@CHANELUSA.COM

STORE

DESIGN

----- Forwarded by Tran Vinh/US/CHANEL on 04/24/2017 10:12 AM -----

From: Victoria Megens <victoria.m@molodesign.com>

To: Tran Vinh <Tran.Vinh@chanelusa.com>

Date: 04/17/2017 11:30 AM

Subject: Re: Contact Form – Tran Vinh, Chanel

Hello Tran,

Please find two quotes below, both for 8' tall softwalls (one 17.75 inches wide, and the other 9.25 inches wide). Shipping and the trade discount have been applied to both quotes.

I will be travelling to Paris for the next week, however I am reachable by email. Once you are able to review the quotes, let me know if you have any questions and how you would like to proceed.

very best,

Victoria

Victoria Megens
account manager

<170411 softwall use guide.pdf>