



Jesse Mullen <jesse43mullen@gmail.com>

Re: Headstone?

1 message

Jesse Mullen <jesse43mullen@gmail.com>
To: Valle Campbell <valkariee@sbcglobal.net>
Cc: eternitymemorials.oc@gmail.com

Fri, Dec 17, 2021 at 7:47 AM

Mila, Your lack of response here is very unprofessional and honestly shocking. I am reaching out to see how we can fix this. It is very unrealistic that this is taking so long. I do understand shipping delays as I work in the construction industry. However, nothing has taken me longer than 90 days to procure, including marble and steel from overseas.

I am asking you to either respond here or call me directly at 714-673-5224. If I don't hear from you by Monday 12/20 I will have no choice but to file formal complaints with, <https://bbb.org/>, <https://www.riporffreport.com/>, google, yelp, facebook, and anywhere else I can make it known that your business not only botched this order but didn't have the decency to even respond to me when more info was requested.

On Tue, Dec 14, 2021 at 1:14 PM Jesse Mullen <jesse43mullen@gmail.com> wrote:

Mila,

My name is Jesse Mullen, Valle Campbell's Son and Co-Executor of Marilyn Campbell's Estate. I have tried to call multiple times over the last couple days, no answer and your voicemail is full. I ask that you please give me a call back asap, at 714-673-5224.

Thanks in advance,

On Sat, Dec 11, 2021 at 10:00 AM Valle Campbell <valkariee@sbcglobal.net> wrote:

Hi Mila!
How's our headstone coming along?

Best Regards! Valle

> On Nov 1, 2021, at 5:29 PM, eternitymemorials.oc@gmail.com wrote:

>

> Hi Valle,

>

> Yes, it has been a few months and I do apologize for that. It's been a matter of not having enough granite. We have a couple of shipments we've been waiting on for over 5 weeks now. Not sure if you follow the news but cargo ships are sitting out in the port of San Pedro and it's all just a chaotic mess as far as waiting on imports to be released. Last I heard this morning is that it looks like one of the containers will be released early next week. I will keep you posted as soon as I have the confirmed delivery date for your marker.

>

> Thank you for your patience during this time.

>

> Thank you,

> Mila Bermen
> ETERNITY MEMORIALS, LLC
> 22672 Lambert Street, Suite 617
> Lake Forest, CA 92630
> (949) 305-1621

>
> Dear Customers: Due to the global pandemic, production time is taking longer than normal. Production time is currently ranging from 3-6 months. We are currently experiencing delays outside of our control with all inventory and custom granite. We are constantly monitoring the situation and trying to minimize the impact to our valued customers. We appreciate your patience and understanding during this time.

>
> OFFICE HOURS:
> Monday - Thursday: 10am-3pm
> Friday: CLOSED
> Saturday: By appointment only
> Sunday: CLOSED

>
>
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>
> -----Original Message-----

> From: Valle Campbell <valkariee@sbcglobal.net>
> Sent: Thursday, October 28, 2021 8:51 AM
> To: eternitymemorials.oc@gmail.com
> Subject: Re: Headstone?

>
> We are 5 months into this process. Ho long can it possibly take?

>
> Best Regards! Valle

>> On Sep 23, 2021, at 8:27 AM, Valle Campbell <valkariee@sbcglobal.net> wrote:

>>
>> Thank you for the update

>>
>> Best Regards! Valle

>>>> On Sep 22, 2021, at 5:17 PM, eternitymemorials.oc@gmail.com wrote:

>>>>
>>>> Hi Valle,

>>>> So sorry for the delay. It's extremely busy at the moment and your patience is greatly appreciated. The marker should be at El Toro before the end of next month, maybe sooner. I will let you know as soon as it has been delivered.

>>>>
>>>> Thank you,
>>>> Mila Bermen
>>>> ETERNITY MEMORIALS, LLC
>>>> 22672 Lambert Street, Suite 617
>>>> Lake Forest, CA 92630
>>>> (949) 305-1621
>>>>

>>> Dear Customers: Due to the global pandemic, production time is taking longer than normal. Production time is currently ranging from 3-6 months. We are currently experiencing delays outside of our control with all inventory and custom granite. We are constantly monitoring the situation and trying to minimize the impact to our valued customers. We appreciate your patience and understanding during this time.

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>>>

>>>

>>>

>>>

>>> -----Original Message-----

>>> From: Valle Campbell <valkariee@sbcglobal.net>

>>> Sent: Wednesday, September 22, 2021 3:08 PM

>>> To: eternitymemorials.oc@gmail.com

>>> Subject: Re: Headstone?

>>>

>>> Hi Mila. Anything from production? The family is starting to question. Perhaps you can find out an estimated finish date? Then I can let them know...thanks

>>>

>>>

>>> Best Regards! Valle Campbell

>>>

>>>> On Sep 14, 2021, at 6:50 AM, Valle Campbell <valkariee@sbcglobal.net> wrote:

>>>>

>>>> Thank you! It does seem long, but I understand. Thanks for keeping me updated.

>>>>

>>>> Best Regards! Valle

>>>>

>>>>> On Sep 13, 2021, at 11:33 PM, eternitymemorials.oc@gmail.com wrote:

>>>>>

>>>>> Hello Valle,

>>>>>

>>>>> Let me check with production. I know we've been out of the granite but we recently got in a new shipment. I'll get right back to you.

>>>>>

>>>>> Thank you again for your patience during this time.

>>>>>

>>>>> Thank you,

>>>>> Mila

>>>>> ETERNITY MEMORIALS, LLC

>>>>> 22672 Lambert Street, Suite 617

>>>>> Lake Forest, CA 92630

>>>>> (949) 305-1621

>>>>>

>>>>> Dear Customers: Due to the global pandemic, production time is taking longer than normal. Production time is currently ranging from 3-6 months. We are currently experiencing delays outside of our control with all inventory and custom granite. We are constantly monitoring the situation and trying to minimize the impact to our valued customers. We appreciate your patience and understanding during this time.

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>>>> -----Original Message-----
>>>> From: Valle Campbell <valkariee@sbcglobal.net>
>>>> Sent: Thursday, September 9, 2021 11:17 AM
>>>> To: eternitymemorials.oc@gmail.com
>>>> Subject: Re: Headstone?

>>>>
>>>>

>>>> Hi Mila! Just checking in the progress? Any news?
>>>> Best Regards! Valle

>>>>

>>>>>> On Jul 26, 2021, at 3:36 PM, Valle Campbell <valkariee@sbcglobal.net> wrote:

>>>>>>

>>>>>> Hi Mila!
>>>>>> The proof is absolutely perfect. Thank you sooo much!

>>>>>>

>>>>>> Best Regards! Valle

>>>>>>

>>>>>>> On Jul 26, 2021, at 12:52 PM, eternitymemorials.oc@gmail.com wrote:

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Thanks,

Jesse W. Mullen

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Thanks,

21/12/2021, 07:57

Gmail - Re: Headstone?

Jesse W. Mullen