

From: Ron Nater ron@masteels.com
Subject: Re: Masteel RF-500DSAH semi-automatic horizontal band saw
Date: January 4, 2023 at 5:27 PM
To: jharquail@Laframboise.net, Adam Lafrance alafrance@laframboise.net, ltheoret@laframboise.net
Cc: XIA LIN LONG accounting@masteels.com, Matthew Gonzalez matthew@masteels.com



Good evening,

As the laser was to be refunded on receipt of the laser unit at Masteel America it has been brought to my attention that we haven't received this laser yet.

Please advise the laser return shipping details to Masteel America and confirm if you still need the previously requested service (with a detailed description of your horizontal band saw issue we need to address)

Best regards,

Ron Nater
Manager, Eastern Canada
Masteel America Corporation
940 Winston Churchill Boulevard
Oakville, Ontario L6J 7X5, Canada

647.270.4434 / ron@masteels.com
masteel.ca / masteels.com / ronnater.ca

On Sep 12, 2022, at 9:51 AM, Ron Nater <ron@masteels.com> wrote:

Hi Adam,

The laser will be refunded on receipt of the laser unit. This can be done through our service technician as Masteel will take care of any warranty issues on your Masteel horizontal band saw from our Oakville office.

Please provide a detailed description of your horizontal band saw issue we need to address so our service technician can prepare himself for a service call to your shop tomorrow.

Thanks,

Ron Nater
Manager, Eastern Canada
Masteel America Corporation
940 Winston Churchill Boulevard
Oakville, Ontario L6J 7X5, Canada

647.270.4434
ron@masteels.com
masteel.ca / masteels.com / ronnater.ca

[opt out](#) from Masteel's emailing list.

<ronnater masteel.ca qr code.png>

On Sep 12, 2022, at 9:31 AM, <alafrance@laframboise.net> <alafrance@laframboise.net> wrote:

HAS THE LASER REFUND COMPLETE???? Or will you be sending us the correct laser????

Also the hydraulic fence stopped working warranty is due
What service company to you wish us to call

Thanks

From: alafrance@laframboise.net <alafrance@laframboise.net>
Sent: September 1, 2022 7:28 AM
To: 'ron@masteels.com (Ron Nater)' <ron@masteels.com>
Cc: 'XIA LIN LONG' <accounting@masteels.com>; 'Matthew Gonzalez'

<matthew@masteels.com>; 'jharquail@Laframboise.net' <jharquail@Laframboise.net>;
'ltheoret@laframboise.net' <ltheoret@laframboise.net>

Subject: RE: Masteel RF-500DSAH semi-automatic horizontal band saw

Please issue a refund for the laser...

Thanks

From: ron@masteels.com (Ron Nater) <ron@masteels.com>

Sent: September 1, 2022 7:22 AM

To: Adam Lafrance <alafrance@laframboise.net>

Cc: XIA LIN LONG <accounting@masteels.com>; Matthew Gonzalez

<matthew@masteels.com>; jharquail@Laframboise.net; ltheoret@laframboise.net

Subject: Masteel RF-500DSAH semi-automatic horizontal band saw

Hi Adam,

The machine was wrapped in plastic to protect it against tarp damage (standard Masteel machine pre-shipping procedure) in case it wasn't picked up by an enclosed or roll-tite truck - as all machines picked up are usually protected by tarp or roll-title against the elements during transportation and/or parking outside between leaving our warehouse and being off-loaded and placed indoors at the customer's site. See one of the recent machine pick-ups at the Oakville warehouse @ ronnater.ca/mcv-3060.

So the provided Masteel plastic wrapping on your band saw wasn't shipping protection but tarp damage protection - and it is open at the bottom for a clear view of the machine and for anchoring the machine onto a truck bed (as was done by your driver). Note that the F.O.B. point is truck loaded at the Masteel Oakville warehouse after which the machine is received in good order by the truck driver.

Your machine was inspected by your driver and received in good order before your truck left our warehouse on August 9, 2022 (without any found or reported dents or rust - as shown during the Fabtech Canada show when you inspected the machine - see masteel.ca/lfbgmas2022). And no report of any damage or rust was made when this machine arrived at your shop on August 9 or on the following business day.

The offered extra saw blade is a no charge extra if you wish to arrange pick-up - as the machine supplied to you has already been supplied with the included standard saw blade installed on the machine.

Best regards,

Ron Nater
Manager, Eastern Canada
Masteel America Corporation
940 Winston Churchill Boulevard
Oakville, Ontario L6J 7X5, Canada

647.270.4434

ron@masteels.com

masteel.ca / masteels.com / ronnater.ca

On Aug 31, 2022, at 11:55 AM, <alafrance@laframboise.net> <alafrance@laframboise.net> wrote:

New band saw blade? or the appropriate Laser ???

We never ask for a new band saw blade if the saw was suppose to come with a new blade then ship it to me.....

What are you talking about???

Also the pictures attached to your email the Saw it wrapped with shipping plastic wrap, you could not see the dent or all the rust build up....

My pictures are the saw still on the truck... it came from the warehouse like that..

You expect a BRAND NEW SAW and you get crap.

From: ron@masteels.com (Ron Nater) <ron@masteels.com>

Sent: August 31, 2022 8:56 AM

To: Adam Lafrance <alafrance@laframboise.net>

Cc: XIA LIN LONG <accounting@masteels.com>; Matthew Gonzalez <matthew@masteels.com>

Subject: Fwd: Masteel RF-500DSAH semi-automatic horizontal band saw - laser indicator

Hi Adam,

We will have a new saw blade ready for your pick-up at our Vancouver head office. All you need to do is arrange your courier pick-up at:

Masteel America Corporation
120 - 7490 MacDonald Road
Delta, British Columbia V4G 1N2
1-800-913-4434

The package is 5 lbs. and measures 24" x 24" x 12".

Just let me know when your courier will pick it up so we'll have the package ready at the pick-up desk.

Best regards,

Ron Nater
Manager, Eastern Canada
Masteel America Corporation
940 Winston Churchill Boulevard
Oakville, Ontario L6J 7X5, Canada

647.270.4434
ron@masteels.com
masteel.ca / masteels.com / ronnater.ca

Begin forwarded message:

From: Ron Nater <ron@masteels.com>
Subject: Re: Masteel RF-500DSAH semi-automatic horizontal band saw - laser indicator
Date: August 26, 2022 at 4:01:50 PM EDT
To: alafrance@laframboise.net
Cc: XIA LIN LONG <accounting@masteels.com>, Matthew Gonzalez <matthew@masteels.com>

Hi Adam,

This is the same saw we showed to you at Fabtech Canada and it had no rust or dents on it at the show or when we loaded it onto your truck as accepted by your driver (see the loading pictures and signed packing slip @ masteel.ca/lfbgmas2022).

Let me check about the laser indicator with our head office and get back to you.

Best regards,

Ron Nater
Manager, Eastern Canada
Masteel America Corporation
940 Winston Churchill Boulevard
Oakville, Ontario L6J 7X5, Canada

647.270.4434
ron@masteels.com
masteel.ca / masteels.com / ronnater.ca

On Aug 26, 2022, at 3:25 PM, alafrance@laframboise.net wrote:

Ron,

See attached \$800.00 Laser.... Which I can buy off Amazon \$13.69...
Now you have pissed me off, no mounting bracket, no instructions to install the \$13.69

laser to the saw....
Worse purchasing experience...

Laser refund is required....

Also when the Saw arrived on our 5 Ton Excessive rust was on the saw already.... Not what I was expecting when purchasing a BRAND NEW SAW. Also Large Dent on one of the brackets. As you can see the saw was still on the truck so it happened at the OLD Warehouse ..

I look forward to your reply..

Adam Lafrance
Quality Control

<image001.jpg>

3400 Vincent Massey Drive (HWY #2), Long Sault, Ontario K0C 1P0
T: 613 933-6664 | C: 613 330-2883 | alafrance@laframboise.net |
www.laframboise.net

NOTE: This message may contain information that is privileged or confidential. If you believe that you have received this communication in error, please notify us immediately by e-mail or telephone. Thank you.
AVIS: Ce message peut contenir de l'information privilégiée ou confidentielle. Si vous pensez l'avoir reçu par erreur, s.v.p. aviser l'expéditeur par courriel ou par téléphone. Merci.

From: ron@masteels.com (Ron Nater) <ron@masteels.com>

Sent: August 24, 2022 1:31 PM

To: Adam Lafrance <alafrance@laframboise.net>

Subject: Masteel RF-500DSAH semi-automatic horizontal band saw - laser indicator

Hi Adam,

The shipment is scheduled and waiting to be picked up at our Vancouver factory.

Tracking # 333691967033 with Purolator Express [Track a Package or Shipment | Purolator](#).

See the attached documents for this shipment.

Best regards,

Ron Nater
Manager, Eastern Canada



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940 Winston Churchill Boulevard
Oakville, Ontario L6J 7X5, Canada

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