

**Mountainview Building Group**  
**9-3350 Merrittville Hwy,**  
**Thorold, ON, L2V 4Y6**  
**P: (905)-688-3100**  
**E: michaelab@mountainview.com**

July 20<sup>th</sup>, 2020

Ash Humble  
Manager - Customer Service Department  
Masks "R" Us  
197 Silver Spear Street  
Huntsville, ON P1H 0K8

Dear Mr. Ash Humble,

It is well known that the province is having a difficult time adjusting to the current state of affairs in regard to the coronavirus pandemic. As you know we have been deemed an essential service since the beginning of the outbreak and have been relying on your company to supply masks and other safety supplies to our construction sites. We have counted on your fast and reliable quality service, but a recent shipping mishap left us unsatisfied and disappointed.

Each month we have been ordering hundreds of disposable, single-use masks from your establishment for our labourers. On the first Monday of each month, a box of 200 masks is delivered to each worksite – 7 in total, for a total of 1400 masks.

As per quote #1235, the charge is \$1680 for the masks with an additional \$20 for delivery, totalling to \$1700 per month. When arriving on site, all visitors, including delivery drivers, must call the supervisor on site to notify them of their arrival and stop at the trailer to undergo a coronavirus protocol questionnaire as per the Ministry of Labour regulations.

This month, Mountainview has been charged the full \$1700 with only four of the seven sites receiving masks. While contacting a customer service representative from Masks "R" Us, it was mentioned that multiple delivery attempts were made to the other three locations. The site supervisors state that while at the trailer, there were no visitors or attempted deliveries and that they received no calls from anyone trying to visit the site.

We insist that the deliveries be made to our three remaining sites (Lyons Creek in Chippawa, Crystal Ridge in Ridgeway, and Timberwood Estates in Thorold) by the end of this week. If our supervisors do not acquire the mask deliveries, we will be demanding a refund and switching over to a new mask supplier. These masks are imperative to the continuation of our operations during this time and it is, therefore, crucial we receive the regular shipment schedule originally agreed upon. We also request that going forward, we be advised by your delivery driver that the delivery to the sites has been made.

Until now, our dealings with Masks "R" Us have been excellent. Our relationship is one of the many reasons as to why we are able to thrive and continue to build during this pandemic. We hope that this issue can be repaired so that we are able to return to seamless transactions.

Sincerely,

A handwritten signature in black ink that reads "Michaela Basciano". The signature is written in a cursive style with a long horizontal line extending to the right.

Michaela Basciano  
Mountainview Building Group Department Assistant