

Subject: Fwd: Reply Kindly Requested - Order/Invoice MTS72629 Shipped - Tech to School
Date: Thursday, October 8, 2020 at 12:49:35 PM Pacific Daylight Time
From: Kym Humay
To: Wensday Wagner
Attachments: Chillicothe City Schools:Bishop Flaget School- 3-10 pack (1st)iPad 6:32GB-MR7G2LL:A w:2yr Warranty+ & cases.pdf, Update:Correction - Chillicothe City Schools:Bishop Flaget School- 3-10 pack (1st)iPad 6:32GB-MR7G2LL:A w:2yr Warranty+ & cases.pdf

==== Forwarded message =====

From: Kym Humay <k.humay@techtoschool.com>
To: "Sue Blum" <sblum@cducation.org>
Date: Tue, 28 Jul 2020 13:22:45 -0500
Subject: Reply Kindly Requested - Order/Invoice MTS72629 Shipped - Tech to School
==== Forwarded message =====

Hi Sue,

Good afternoon! I hope you are well & taking good care of You. I left a voicemail message for you on the school line yesterday. My Accounting Department reached out to me to advise that there was a hiccup in the recent Order MTS72629, that 30 iPads were purchased, with only 3 units of 2nd Year of Warranty+ coverage for the 30 devices.

I do apologize, and am so sorry for the typo and take full responsibility for the mistake. I hope that this will not cause any issue for you. You will find attached the original Quote, along with updated number to reflect the cost to have the Warranty+ coverage applied to all 30 units.

Would you like us to remove the 3 Warranty+ coverage, and Invoice for the amount of: \$8670 for the 3-10 packs of iPad 6 with the 1 year of warranty coverage, or amend the Invoice to reflect the cost of: \$10,140 for the 3-10 packs of iPad 6 with 2nd Year of Warranty+ coverage for the iPads?

Reply back to advise what you'd like to do regarding this matter. I look forward to your response.

Again, please accept my apologies for this situation. Wishing you and your teams the best of luck & success for the upcoming new school year. Your efforts & time in these matters are much appreciated.

Thank you, I do value the relationship we have built together, and for the opportunity to collaborate with you and support your school's technology needs. If you have any questions or requests, I'm here for you and can be reached by phone or email. Have a good day.

Warmest regards,

Kym Humay
Regional Director of Education Partnerships
Tech to School
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fax: 877.719.6480

<http://techtoschool.com>

[RMA's/Warranty Requests](#)