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Jerry Chen was never informed of their decision to change the color(s). If the new color was selected the price on the invoice would have to be adjusted, again the customer with full knowledge allowed the project to proceed at the agreed colors, which we selected on May 15, 2009 (Golden Brown and New Venetian Gold granite) all Granite Center Inc. in stock material. The home owner was present at the date of install June 2, 2009. If there was a Mix-UP on color, she or he should have spoken up at the "obvious" color mistake. Customer claim our installer were 30 min late, Customer was informed the window was from 9:30 to 10:00 am.

Home owner allowed Granite Center Inc. employees to waste their time putting in the wrong colors. Do not know the motivation for them to waste 94 SQFT of high quality granites, let alone waste the many hours needed by our skilled craftsmen to fabricate. Can only speculate that there may be a tiny proportion of the public that will use such an ill conceived scheme to maybe get a reduction in price for their kitchen and bathrooms, Mrs. Cline told our installer he will accept the installed granite counter if Granite Center Inc. take \$3050.00 off the final invoice.

Mrs. Cline noted our installer drop his new range on the floor, they claim to hear a sound and wife saw our installer holding range in an angle position. Our installers stated never drop the range and the only thing wife saw was him tipping the range top over to slide it back to range top opening. We send our installer back to Mrs. Cline home for an inspection, but they refuse to let our installer to view the range and threatening to call the police.

Home owner claim to have hand selected granite from ISC a granite distributor on May 21, 09 But our invoice will made on May 15, 09 with the granite homeowner selected.

Granite center inc. desired resolution:

\$6050.00 for the granite counter install and fabricated.