CC: J. S. Jorgenson - Wilmington
R. Smith - Ardmore Legal ← THIS COPY FOR

PLAINTIFF'S EXHIBIT

GP-1868

January 15, 1963

Mr. J. A. Marian
Gypsum Products Manager
Johns-Manville Sales Corporation
22 East 40th Street
New York 16, New York

Dear Joe:

SUBJECT: J-M Complaint PHP-21-9, Dated 12/28/62, Star Building Specialties

The subject complaint has just been received along with the reply of the plant dated January 7.

It is noticed that this material was purchased and shipped on 8/17/62 and then over four months (19 weeks) later the salesman submits a report of complaint indicating a late delivery and the fact that the dealer paid $10.00 waiting time to his crew. We cannot consider complaints such as these in any sense of the word. If the trucker out of the Wilmington Plant is not making the time deliveries, it should be brought to the attention of the Plant Manager within a day or two, if not the same day so that corrective measures can be taken to prevent it reoccurance.

Any payment made on the basis of such a delayed report cannot be allowed on the part of Bestwall to J-M.

Very truly yours,

BESTWALL CERTAIN-TEED SALES CORP.

C. E. Abbey
Administrative Assistant (to)
Director of Merchandising

file 1/15/63

CEA:sad

CC: Johns-Manville Philadelphia Sales

SGP 0024531