

Ember Murphy

From: Accounting
Sent: Friday, August 29, 2025 9:49 AM
To: David Wells; Heather McCool; Accounting
Cc: Julie Sullivan
Subject: RE: RWP1674 [25-397] Principle Long Term Care - 2nd request

The order is off deposit hold and has been for a while. I am purely following up for the proper documentation.

My conversation with Mary Beth confirmed the validity of my request.

Dave, this is a HUGE red flag for someone to be so unwilling to put a valid signature on an order because they will not provide us with a company purchase order document. The “electronic signature” they provided is a text font that anyone can duplicate in PDF format. It is not an actual rendering of a signature or certified docusign.

We will be requesting payment in full of the balance PRIOR to shipping.



Ember Murphy | Accounting Manager
5900 Weisbrook Lane | Knoxville, TN 37909
www.ReadWindow.com

From: David Wells <DAWells@culp.com>
Sent: Friday, August 29, 2025 9:32 AM
To: Heather McCool <hmccool@readwindow.com>; Accounting <accounting@readwindow.com>
Cc: Julie Sullivan <JA Sullivan@culp.com>
Subject: Re: RWP1674 [25-397] Principle Long Term Care - 2nd request

Ember

After speaking with the customer to sign the document, he advised all his documentation are signed by electronic signature. If we cannot accept the electronic signature he is going cancel the order.

I advised him that we would accept the electronic signature. Order needs to come off deposit hold so we can put the order into production once the fabric is available.

David Wells | Culp Hospitality | Culp Inc
1823 Eastchester Drive | High Point, NC 27265
Direct: 336-888-6274 | Mobile: 336-210-4663
Email: dawells@culp.com
website: culphospitality.com | website: readwindow.com

From: Heather McCool <hmccool@readwindow.com>
Sent: Friday, August 29, 2025 9:26 AM
To: Accounting <accounting@readwindow.com>
Cc: David Wells <DAWells@culp.com>
Subject: RE: RWP1674 [25-397] Principle Long Term Care - 2nd request

Good Morning

The customer is getting very agitated by this request- in speaking to Dave, he had already approved us moving ahead as the deposit has already been paid

I have copied him on this request- so he can address your concerns.

Thank you

Heather McCool
(m) 865-368-1026

From: Accounting <accounting@readwindow.com>
Sent: Tuesday, August 26, 2025 3:02 PM
To: Heather McCool <hmccool@readwindow.com>
Cc: Accounting <accounting@readwindow.com>
Subject: RWP1674 [25-397] Principle Long Term Care - 2nd request

Heather,

Can you please assist us in getting a valid signature on the POA for RWP1674?

I have sent 2 separate emails to the billing contact in BMX sheilap@principleltc.com with no response.



Ember Murphy | Accounting Manager
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From: Accounting <accounting@readwindow.com>
Sent: Monday, August 25, 2025 10:20 AM
To: Accounting <accounting@readwindow.com>; sheilap@principleltc.com
Subject: RWP1674 [25-397] Principle Long Term Care - 2nd request

Hi Sheila,

Could we please have a scanned copy of this returned with actual signature? Unfortunately, we can not accept an electronic signature on non-customer provided purchase order authorizations.

Thank you for your assistance.



Ember Murphy | Accounting Manager
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