

From Eric Lundgren <Eric@SourceCaptain.com>  
To bob wolff <rjw@mindspring.com>  
Sent 12/06/11 09:01:03 AM  
Subject Re: Hello Bob, Update Please? WHAT IS GOING ON?  
MY REPLIES ARE IN "HIGHLIGHT" BELOW...

On Tue, Dec 6, 2011 at 9:55 AM, bob wolff <rjw@mindspring.com [mailto:rjw@mindspring.com] > wrote:  
Eric,

Tried reaching you by phone.

Eric,

The large order that I have has fallen through. Below are the reasons from the customer:

I received the samples on Friday and I am afraid there are several indications that they are in fact counterfeit.

First of all, the service pack 2 CD sets say on the label "Made in USA", but the disk inside the sleeve says "Made in Canada". We have never seen any genuine software be mismatched like that, ever. But a mismatch like that is very common in counterfeit software. The retail boxes of counterfeit Adobe software that are circulating have a similar type of problem.

(We purchased the units from Ebay - had them shipped to China, and produced from here. The OEM units being sold all over e-bay have the same "Made in USA, and "Made in Canada" issue... I believe it is because the CD's are made in Canada and Selves or stickers in USA or vice-versa.)

Secondly, the SP3 discs have a labeling/printing error on the inner ring of the disc. The genuine discs we have seen all say made in U.S.A. and have an IFPI Number of L028. The discs we received from you say Made in U.S.A (no period after the A) and have an IFPI number of LO28 (they used the letter "o" instead of a zero). You may think these are small issues, but you must understand that the Chinese counterfeiters have become extremely adept at making counterfeit software and it is getting harder to spot it. Fortunately for us, they are very prone to making grammatical and punctuation errors like this and that is how we can catch them. Do the discs look good? sure they do - do they work? they probably work fine - but bear in mind that if they didn't look good or work properly, then no one would buy them. (These issues are VERY VERY minor... You would have to be an expert with a magnifying glass to know and/or see such tiny differences... ) You must have been trying to supply these units to Amazon directly or someone whom is an expert in this field... Anyone whom buys these would not notice a O or 0 when it comes to a font this size "U.S.A. (or) U.S.A" C'mon Bob, you should be able to sell these units to anyone whom is not trying to sell them directly back to Bill Gates. If they are not perfect, it is because the unit that we recieved from the USA retail on Ebay was not perfect... We made an identical copy of said unit from the same factories that manufacture for Dell..

If you can retain this buyer - I am sure that I can get him another batch with a "." after the A and 0 instead of 0. hehe

But for now - Please sell some of these units... You MUST have some other buyer's for this product - and if you do not, then find some. It has been months and I have not seen the return that I was expecting to use for my India project buddy...

Don't leave me hanging on this one.. Work hard and get these moved to any other buyer. No normal company or buyer will notice such issues and every month that you spend sitting on this product is another month XP get's older

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and my assets become worth less... Come thourgh on this one Bob.. Get it done... Make it happen... Make me proud so that our business can grow and we can keep WINNING!

The choice is yours but no matter what you choose. Keep in touch!

Thanks,

E