



Felix Schulte <schulte.felix@gmail.com>

new GRS order

hol <holly@fastcraft.co.nz>

Wed, Sep 9, 2009 at 12:50 AM

To: Felix Schulte <felix@foilermoth.com>

Cc: Nikolaus Liebscher <nikolaus_liebscher@hotmail.com>

Hi Felix,

I understand your concerns with communication and delivery dates. At the moment we don't have office staff, I'm it I'm afraid, and unfortunately spend most of my time on the factory floor. I'm regularly starting work at 2-3am, so sometimes takes a while to get back to people - I'm getting 30-40 emails a day that need replying to so I'm pretty stretched. Its been a bit of a balance of keeping overheads down so we can keep the prices down. Obviously though we need more staff which we are taking steps to resolve, but we seem to have trouble finding good ones. As we have such a small team It doesn't take much to put the delivery dates out of whack, every time a staff member takes time off it puts us more behind (in the process of resolving this issue to though!) But its very hard to have firm delivery dates. I've pushed you in, and am aiming to get your boat to you in September as well as Nikis. I hope you do realize that we have no boats ourselves...I've been waiting all year but it looks like I won't get mine till after Christmas..

As to your questions below - charging more for a clear carbon boat is a great idea, I was thinking an extra \$1000NZD. All people who have already ordered or inquired about a boat should have a choice of Assassin Grey or Clear at no extra cost, but was thinking for new orders maybe start charging? What do you think?

For the foils once we have them under control we will probably sell them for a price that matches Mach2, as I think think they are worth more than theirs, will be faster anyway! Only charged you \$1000NZD, for you only, which I will sort out your invoices etc this week. Have you got the rudder yet? We won't be able to sell them separately until next year once we have cleared the backlog.

Bi weekly update is good, I have an msn holly454@hotmail.com which I have going in the background when I'm at the computer. Usually when I'm at the computer I can answer my ph to because I'm not laminating. I will put a bit more effort into keeping you up to date., with weekly emails. We really appreciate your involvement with us and all that you have done to promote the Assassin. We have got a good team behind us and the last thing we want to do is piss people off, but I promise you we are doing all we can to get these boats out.

Last bit of news is we have snatched Jonas Warrer to be a team sailor (49er gold medalist). Haven't announced it yet, (if you could keep it to yourself for a while) but he is aiming to win the Dubai worlds, along with Andrew Brown, Chris Steele and Darren's son Sam.

Cheers

Holly

----- Original Message -----

From: Felix Schulte

To: Sales@assassinmoth.com ; hol

Sent: Tuesday, September 08, 2009 8:33 PM

Subject: new GRS order

Hi Holly, hi Darren,

I have got a new order for an Assassin GRS in Clear Carbon with the North sail and soft mast. It was ordered by Frederik Schmid who's boat (Axiom Ninja) sank on lake Garda. I will forward you the down payment by the end of the week together with the payment for my Holroyd foil (which is still in London).

Please give Frederik the spot of Roland Seidler, as he would like to get his boat later (November) as he

is too busy at the moment.

I have lost two customers, that have been put off by the delivery time and now both ordered a Mach2. Others will wait till next spring as they cannot sail during winter anyhow.

Now I have to put a different matter on the table:

I am not happy with the communication between us. I often have got questions and then get an email from you without any answer to my questions. Specifically about delivery dates, pricing options etc. The outstanding questions at the moment are:

- *delivery date of my boat (I need to plan my regattas, test sailing events and my holidays)
- *payment of my foil (I solved this one)
- *my suggestion for higher pricing for clear carbon (a simple email saying "no" would have done the trick)

In addition I would like to know some things in advance like your decision to produce clear carbon boats from now on. I would also love a biweekly update about current delivery times etc.

The problem for me is that I put a lot of money into this venture. We created a complete new website with foilermoth that took lots of time, I ordered 40 T-Shirts for more than 500€, run internet advertising campaigns for some 300€ a month and organize events for test sailing. I have send out 18 quotes and sold 4 boats so far. I am organizing this CE certificate for you and so on.

I don't mean to complain, I love the product, I enjoy doing all this and it is great to contribute to the class. However it is really frustrating for me to chase you around. I know that you are incredibly busy and get pressure from all sites. All I want is a straight answer. I don't want to be pushy or ask for stuff numerous times.

So please let me know how we can solve this issue so we can work more effectively together

best

Felix

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