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**Subject:** Re: \*CONFIDENTIAL: GLF031115489.PDF - Pro#: 10352683910-3

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**From:** BeautyHealth Massage Chairs (alonsomddm1@yahoo.com)

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**To:** ecaltabiano@saia.com; onhand@saia.com;

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**Date:** Tuesday, February 19, 2019 12:54 PM

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Eric, as I talked to you over the phone, you can keep the chair.  
Keep it on your dock forever, or give it away or trash it, or raffle it on christmas, do whatever you want with it.

But please know this: We will not die over a \$1,000 massage chair. But I will make sure to post on every single website that I can find what your company is doing.

I will go to BBB, pissedconsumer.com, complaintsboard.com, yelp, youtube, and anything I can find.

It's embarrassing that a company with that revenue comes up with shit like this Eric. You and the people who do this should be ashamed.

What a morons you guys are. Shame on you!

Alonso L.

On Tuesday, February 19, 2019 11:07 AM, Eric Caltabiano <ecaltabiano@saia.com> wrote:

I am sorry Alan, I really had no idea. I shouldn't have assumed everything was paid off. We fixed what needed to be done for you to no be reclassified but did not know the bills were not taken care of.

Thanks,

Eric Caltabiano  
Account Executive  
Saia LTL Freight

(800) 765-7242<tel:(800)%20765-7242> customer service

On Feb 19, 2019, at 10:16 AM, BeautyHealth Massage Chairs  
<alonsomddm1@yahoo.com<mailto:alonsomddm1@yahoo.com>> wrote:

Wow Eric this is unbelievable.

I will speak to Alonso about all this.

SAIA needs to refuse shipments if bills are due not pickup and hold hostage.

You know why we stopped shipping with SAIA because of all the class changes.

Now you guys pull this, unacceptable.

Toll Free (877) 66-massage or (877) 666-2772  
Direct Line (619) 422-2234

On Tuesday, February 19, 2019 10:08 AM, Eric Caltabiano  
<ecaltabiano@saia.com<mailto:ecaltabiano@saia.com>> wrote:

Hey Alan,

Unfortunately Alan we can not have the freight returned as they are holding the freight until they get their payment. Please let me know what Alonso says ASAP as I will do everything I can to help but it's out of my hands with the payments. They need to be fully paid to release the freight. If they need the product I would send them another with another carrier.

Thanks,

Eric Caltabiano  
Account Executive  
Saia LTL Freight

(800) 765-7242<tel:(800)%20765-7242> customer service

On Feb 19, 2019, at 10:01 AM, BeautyHealth Massage Chairs  
<[alonsomddm1@yahoo.com](mailto:alonsomddm1@yahoo.com)<mailto:[alonsomddm1@yahoo.com](mailto:alonsomddm1@yahoo.com)>> wrote:

I do not have anything as Alonso is the one that pays the invoices, I will ask him.  
I can guarantee you most of this amount is the changes in classes.  
For now can you assist me in having freight sent back to us while we take care of this matter, I can not keep consignee waiting.  
I figured last time you came in all this was solved since SAIA wanted our business again but seems like this was not looked at.  
Also not sure why SAIA would even pickup the item if SAIA can not deliver due to payment.  
Thank you  
Alan G.

Toll Free (877) 66-massage or (877) 666-2772  
Direct Line (619) 422-2234  
Please click below for our different products:  
<http://stores.ebay.com/BEAUTYHEALTH-MASSAGE-PRODUCTS>

On Tuesday, February 19, 2019 9:41 AM, Eric Caltabiano  
<[ecaltabiano@saia.com](mailto:ecaltabiano@saia.com)<mailto:[ecaltabiano@saia.com](mailto:ecaltabiano@saia.com)>> wrote:

Ok do you have any confirmation on this that you can send me?

She is telling me the total due is \$9,490.96, but if you already paid a certain amount let's see what we can do. They are telling me it has to be paid fully before it can deliver.

Thanks,

Eric Caltabiano  
Saia LTL Freight  
Account Executive  
678-557-1586  
800-765-7242

From: BeautyHealth Massage Chairs  
[mailto:[alonsomddm1@yahoo.com](mailto:alonsomddm1@yahoo.com)<mailto:[alonsomddm1@yahoo.com](mailto:alonsomddm1@yahoo.com)>]

Sent: Tuesday, February 19, 2019 9:19 AM

To: Eric Caltabiano <[ecaltabiano@saia.com](mailto:ecaltabiano@saia.com)<<mailto:ecaltabiano@saia.com>>>>  
<<mailto:ecaltabiano@saia.com><<mailto:ecaltabiano@saia.com>>>>

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That I know of the bills were paid.

What I believe was not paid was all the extra chargers SAIA was doing by changing all our freight classes.

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Direct Line (619) 422-2234

Please click below for our different products:

<http://stores.ebay.com/BEAUTYHEALTH-MASSAGE-PRODUCTS>

On Tuesday, February 19, 2019 9:15 AM, Eric Caltabiano

<[ecaltabiano@saia.com](mailto:ecaltabiano@saia.com)<<mailto:ecaltabiano@saia.com>>

<<mailto:ecaltabiano@saia.com><<mailto:ecaltabiano@saia.com>>>> wrote:

Hi Alan,

Have the past dues been paid? If you can provide me with this confirmation then I can get this delivered!

Let me know!

Eric Caltabiano

Saia LTL Freight

Account Executive

678-557-1586

800-765-7242

From: BeautyHealth Massage Chairs

[<mailto:alonsomddm1@yahoo.com><<mailto:alonsomddm1@yahoo.com>>]

Sent: Tuesday, February 19, 2019 9:05 AM

To: Eric Caltabiano <[ecaltabiano@saia.com](mailto:ecaltabiano@saia.com)<<mailto:ecaltabiano@saia.com>>>>  
<<mailto:ecaltabiano@saia.com><<mailto:ecaltabiano@saia.com>>>>

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More than likely this is because of the high chargers SAIA was previously doing which caused us to stop shipping with you guys.

I figured this was solved since last time we spoke.

Awaiting your reply

Thank you

Alan G

Toll Free (877) 66-massage or (877) 666-2772

Direct Line (619) 422-2234

Please click below for our different products:

<http://stores.ebay.com/BEAUTYHEALTH-MASSAGE-PRODUCTS>

On Tuesday, February 19, 2019 9:02 AM, Eric Caltabiano

<[ecaltabiano@saia.com](mailto:ecaltabiano@saia.com)<<mailto:ecaltabiano@saia.com>>

<<mailto:ecaltabiano@saia.com><<mailto:ecaltabiano@saia.com>>>> wrote:

Hi Alan,

Looks like something is going on with past bills that may have not be paid. I am reaching out to Grace Daigs on this one and will let you know as soon as I get a response back from her!

Eric Caltabiano  
Saia LTL Freight  
Account Executive  
678-557-1586  
800-765-7242

From: BeautyHealth Massage Chairs  
[mailto:[alonsomddm1@yahoo.com](mailto:alonsomddm1@yahoo.com)<mailto:[alonsomddm1@yahoo.com](mailto:alonsomddm1@yahoo.com)>]  
Sent: Tuesday, February 19, 2019 8:58 AM  
To: Eric Caltabiano <[ecaltabiano@saia.com](mailto:ecaltabiano@saia.com)<mailto:[ecaltabiano@saia.com](mailto:ecaltabiano@saia.com)>>  
<mailto:[ecaltabiano@saia.com](mailto:ecaltabiano@saia.com)<mailto:[ecaltabiano@saia.com](mailto:ecaltabiano@saia.com)>>>  
Subject: Fw: \*CONFIDENTIAL: GLF031115489.PDF - Pro#: 10352683910-3

Eric good morning,  
Can you check on this for me.  
I shipped a chair with SAIA yesterday as you have let me know we were good to go on new prices and shipments.  
I received this letter this morning, please find it in attachment.  
Seems this is going back to the old wrong charges SAIA was charging us when we were last using you guys.  
If this is the case and SAIA will not deliver this chair, please help me bring this chair back to us and we will not ship with SAIA until this gets fixed.  
Please get back to me as soon as you can as I need to get this chair back if it will not be shipped to consignee.  
Thank you  
Alan G

Toll Free (877) 66-massage or (877) 666-2772  
Direct Line (619) 422-2234  
Please click below for our different products:  
<http://stores.ebay.com/BEAUTYHEALTH-MASSAGE-PRODUCTS>

On Tuesday, February 19, 2019 8:49 AM, "[ONHAND@SAIA.COM](mailto:ONHAND@SAIA.COM)<mailto:[ONHAND@SAIA.COM](mailto:ONHAND@SAIA.COM)>  
<mailto:[ONHAND@SAIA.COM](mailto:ONHAND@SAIA.COM)<mailto:[ONHAND@SAIA.COM](mailto:ONHAND@SAIA.COM)>>>  
<[ONHAND@SAIA.COM](mailto:ONHAND@SAIA.COM)<mailto:[ONHAND@SAIA.COM](mailto:ONHAND@SAIA.COM)>>  
<mailto:[ONHAND@SAIA.COM](mailto:ONHAND@SAIA.COM)<mailto:[ONHAND@SAIA.COM](mailto:ONHAND@SAIA.COM)>>> wrote:

Please find enclosed your auto-generated on-hand notice.  
Your immediate attention is requested.  
Please note that this is a time sensitive document.  
Your prompt attention is greatly appreciated.  
Pro#: 10352683910-3 OS&D#: 031115489

