

Air Conditioning Replacement Quote

From: Sales 360 Group US (sales@360groupus.com)

To: ashok52@yahoo.com

Date: Tuesday, July 28, 2020, 03:02 PM CDT

Good afternoon Mr. Shah,

It was a pleasure to meet you this afternoon. Please see attached proposal for the ac replacement.

Feel free to contact me with any questions that you may have.

Thank you,

Zack T

360 Group US

1155 S Washington Street, Suite 102

Naperville, IL 60540

Cell: 331-703-5738

Sent from [Mail](#) for Windows 10



J20102.pdf

752.6kB



07/28/2020
J20102

Re: Furnace and AC Replacement

**Mr. Ashok Shah
1188 Black Stalion Dr
Naperville, IL 60540**

Good morning Mr. Shah, It was a pleasure to meet you and we are pleased to provide you with this proposal for the furnace and ac replacement at your home. After our initial site visit and inspection, the following will be furnished and installed.

- Furnish & Install (1) Trane AC Condenser
Model # 4TTR3036H1000N XR 13 (3) TON
- Furnish & Install (1) Trane AC Condenser
Model # 4TTR3060H1000N XR 13 (5) TON
- Furnish & Install (2) Trane ADP Coil on inside of Furnace.
- Reconnect electrical wiring.
- Furnish & Install new copper pipe with insulation from outside condenser to inside coil.
- Furnish and install (2) Mounting brackets for Air Conditioners to mount units on side of house

- We will start up the new equipment and check for proper operation.
- Free winter clean and check for furnace and cover ac.
- 5 Year Parts and Labor Warranty.

Total Cost...\$ 7330.00

Mr. Shah, Thank you for the opportunity to be of service. If we can be of any additional assistance, please let me know. To Accept proposal, please reply to the e-mail with proceed with work.

*Payment Terms: 30% Upon Order, 70% Upon Completion
Payments accepted: Cash, Check, Credit Card, Debit Card.*

Best Regards,

Zack T
Cell (331) 703-5738
360 Group US



Proud To Be A Member



**We're investing in the highest
standards of contracting excellence!**

This quote is valid for 10 days.

← Jul 10, 2021 6:46:16 AM CDT



You refunded \$2,904.00 to

Ashok Shah

You Paid a \$84.22 fee.



[View Invoice](#)

REFUND SENT




Using


UMB, NA (9530) \$2,819.78

AMOUNT \$2,904.00

FEE \$84.22

TOTAL \$2,819.78

- Jul 22
-  I understand Ashok, in t...
 Customer Support
- Jul 14
-  Hello Ashok, my name i...
 Customer Support
- Jul 10
-  Mobile_Account_Access
 Customer Support

 If you haven't already, let us know why you're contacting us. Feel free to step away and we'll notify you by email or push notification when we've responded.

11:27 AM - PayPal Assistant

Your file has been uploaded.


 paypal refund.pdf / 0.06


i apid on april 29. work never got completed vendor send the full refund. both are attached. i want to know the status of te refund

Thanks

11:31 AM

Hello Ashok, my name is Amanda. Thank you for using PayPal Messaging!

I have reviewed your account and see that you are contacting us today about a refund. I can understand the urgency of this transaction Ashok and I am here to help. The transaction was made as a guest checkout which is why the refund is not showing up in your account history. The refund of \$2904.00 was initiated on July 10th. The amount will be credited back to the original funding source which is the credit card ending in 2722. Credit card refunds take 6 business days depending on your financial institution. 6 business days from the 10th would be Monday. If you do not see the credit by then you will need to contact the financial institution because once we have sent them the money successfully we no longer have control over the funds. I hope that this information helps to solve your inquiry today.

 Thank you for contacting PayPal and for being a valued customer. You may close the conversation by selecting End Message.

1:11 PM - Amanda

Messages are worked in the order they're received and we'll send you a notification to your app, PayPal account, and email you when we reply. Thank you.

This conversation has been closed.

Re: 1188 Black stallion drive naperville

From: Sales 360 Group US (sales@360groupus.com)

To: ashok52@yahoo.com

Date: Tuesday, June 29, 2021, 10:19 AM CDT

Agreed. I will call you tomorrow but both those days look good.

Sent from my Verizon, Samsung Galaxy smartphone

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From: Ashok Shah <ashok52@yahoo.com>

Sent: Tuesday, June 29, 2021 10:17:49 AM

To: Sales 360 Group US <sales@360groupus.com>

Subject: Re: 1188 Black stallion drive naperville

Let plan for Friday or Saturday because of the rain

Please confirm and call back

ASHOK
6303464818

Sent from my iPhone

On Jun 26, 2021, at 11:20 AM, Ashok Shah <ashok52@yahoo.com> wrote:

Zack

Let plan for Tuesday.

Hope for the best regarding the weather

Ashok

Sent from my iPhone

On Jun 26, 2021, at 5:43 AM, Sales 360 Group US <sales@360groupus.com> wrote:

Good morning Ashook, due to the weather we will have to re schedule the install to a better day.

I will monitor the weather early in the week and see if we can get a day without rain here.

I will call you later on this morning.

Thanks,

Zt.

Sent from my Verizon, Samsung Galaxy smartphone
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From: Ashok Shah <ashok52@yahoo.com>
Sent: Tuesday, June 15, 2021 11:46:55 AM
To: Sales 360 Group US <sales@360groupus.com>
Subject: Re: 1188 Black stallion drive naperville

Zack 331-703-5738

you will be installing the two AC unit tomorrow. 6/16/21

please confirm.

Ashok shah

630-369-5851

On Tuesday, June 1, 2021, 01:11:36 PM CDT, Sales 360 Group US
<sales@360groupus.com> wrote:

We are still waiting on a few things but we are looking at install on:
Friday June 4
Tuesday June 8
Wednesday June 9

What does your schedule look like?

From: Ashok Shah <ashok52@yahoo.com>
Sent: Tuesday, June 1, 2021 12:03:36 PM
To: Sales 360 Group US <sales@360groupus.com>
Subject: Re: 1188 Black stallion drive naperville

Hi Zack

did you receive the coil?

any date for the installation?

thanks

On Tuesday, May 25, 2021, 10:12:40 AM CDT, Sales 360 Group US
<sales@360groupus.com> wrote:

Hi Ashook, call me when you get a chance.

331-703-5738

From: Ashok Shah <ashok52@yahoo.com>
Sent: Monday, May 24, 2021 10:16:21 PM
To: Sales 360 Group US <sales@360groupus.com>
Subject: Re: 1188 Black stallion drive naperville

Ok
Keep us posted

Ashok

Sent from Yahoo Mail for iPhone

On Monday, May 24, 2021, 5:10 PM, Sales 360 Group US <sales@360groupus.com> wrote:

Hi Ashok, I'm still waiting on one coil to come in, it was suppose to be in on Friday but they have delivery issues right now. I will let you know in the morning after we check in today's deliveries.

Thank you,
Zt.

Sent from my Verizon, Samsung Galaxy smartphone
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From: Ashok Shah <ashok52@yahoo.com>
Sent: Monday, May 24, 2021 4:16:57 PM
To: Sales 360 Group US <sales@360groupus.com>
Subject: Re: 1188 Black stallion drive naperville

Zack

There is no rain Wednesday.

Are you planning to do the installation on 5/26?

please confirm so i can take the day off.

Thanks

Ashok shah
630-3464818

On Thursday, May 20, 2021, 07:53:29 AM CDT, Sales 360 Group US <sales@360groupus.com> wrote:

Hi Ashok, I left you a message yesterday on your phone so we can get this scheduled. I think you might have my phone blocked it keeps on going to voice-mail. I will call you around 9am when I get in the office.

Sent from my Verizon, Samsung Galaxy smartphone
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From: Ashok Shah <ashok52@yahoo.com>
Sent: Thursday, May 20, 2021 7:09:47 AM
To: Sales 360 Group US <sales@360groupus.com>
Subject: Re: 1188 Black stallion drive naperville

Good morning

What is status for the installation of two unit?

thanks

ashok

630-346-4818

On Wednesday, April 28, 2021, 06:19:47 PM CDT, Sales 360 Group US <sales@360groupus.com> wrote:

Hi Ashook, I just spoke to accounting and I think your going to have to run this payment one more time.

Please check with your bank but it dosent seem like it has gone through.

We will send an invoice but let me know what you find out.

Thank you.

Sent from my Verizon, Samsung Galaxy smartphone
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From: Sales 360 Group US <sales@360groupus.com>
Sent: Wednesday, April 28, 2021 12:55:15 PM
To: Ashok Shah <ashok52@yahoo.com>
Subject: Re: 1188 Black stallion drive naperville

Hi Ashok, it looks like tge payment didnt go through.

Can you check if it went through on your end?

I will resend it again.

Thank you,
Zt.

Sent from my Verizon, Samsung Galaxy smartphone
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From: Sales 360 Group US <sales@360groupus.com>
Sent: Wednesday, April 28, 2021 12:00:57 PM
To: Ashok Shah <ashok52@yahoo.com>
Subject: Re: 1188 Black stallion drive naperville

Hi Ashok, did they send you a receipt for the payment? Can you send me a copy?

Sent from my Verizon, Samsung Galaxy smartphone
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From: Ashok Shah <ashok52@yahoo.com>
Sent: Wednesday, April 28, 2021 11:17:11 AM
To: Sales 360 Group US <sales@360groupus.com>
Subject: Re: 1188 Black stallion drive naperville

My internet is down

[Sent from Yahoo Mail for iPhone](#)

On Wednesday, April 28, 2021, 11:11 AM, Sales 360 Group US <sales@360groupus.com> wrote:

Do you Authorize 360 Group US-Zoran Tasevski to make a one time charge on your credit card for \$2904.00

Sent from my Verizon, Samsung Galaxy smartphone
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From: Sales 360 Group US <sales@360groupus.com>
Sent: Wednesday, April 28, 2021 10:56:46 AM
To: Ashok Shah <ashok52@yahoo.com>
Subject: Re: 1188 Black stallion drive naperville

Ok, I will stop by in about 15 min.

Sent from my Verizon, Samsung Galaxy smartphone
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From: Ashok Shah <ashok52@yahoo.com>
Sent: Wednesday, April 28, 2021 10:35:34 AM
To: Sales 360 Group US <sales@360groupus.com>
Subject: Re: 1188 Black stallion drive naperville

yes till 2.30 PM

On Wednesday, April 28, 2021, 10:27:51 AM CDT, Sales 360 Group US <sales@360groupus.com> wrote:

Hmm interesting, are you at home? I can stop by and we can run it manually.

From: Ashok Shah <ashok52@yahoo.com>
Sent: Wednesday, April 28, 2021 9:08:35 AM
To: Sales 360 Group US <sales@360groupus.com>
Subject: Re: 1188 Black stallion drive naperville

I don't have PayPal account.

ASHOK

Sent from Yahoo Mail for iPhone

On Wednesday, April 28, 2021, 9:04 AM, Sales 360 Group US <sales@360groupus.com> wrote:

Hi Ashook, yes I just checked. \$7200 will be the final price.

I will send you a link through PayPal and you can make your down payment there. Just click on pay with credit or debit card, you do not need a account.

Feel free to call me with any questions.

Thank you,
Zt.
331-703-5738

Sent from my Verizon, Samsung Galaxy smartphone
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From: Ashok Shah <ashok52@yahoo.com>
Sent: Wednesday, April 28, 2021 8:04:53 AM
To: Sales 360 Group US <sales@360groupus.com>
Subject: Re: 1188 Black stallion drive naperville

Zack

send me the final official quote for the record.

is the \$7200 is the final number?

call me I will you give you the credit card info for the down payment.

Thanks

Ashok Shah

On Monday, April 26, 2021, 11:25:55 AM CDT, Sales 360 Group US <sales@360groupus.com> wrote:

Good morning Ashook, that's what we have quoted.

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

From: Ashok Shah <ashok52@yahoo.com>
Sent: Saturday, April 24, 2021 11:56:39 PM
To: Sales 360 Group US
<sales@360groupus.com>
Subject: 1188 Black stallion drive naperville

Zack

after getting few quote, and here is the requirement for the job at 1188 Black Stallion Drive, Naperville, IL

Furnish and install (2) Trane AC Condenser Model # 4TTR3042 H1000N XR 13 (3.5) ton

Furnish and Install Two (2) new cased coil Trane 3.5 ton each, one 21" wide, second 24.5" wide.

Furnish and Install new copper pipe with insulation from outside condenser to inside coil.

Install new whip, disconnect and weatherproof

Furnish and Install (2) Mounting brackets for Air conditioners to mount units on side of house.

Start up the new equipment and check for proper operation

5 years parts and labor Warranty.

Removal and Disposal of Existing equipment

Let me know you are interested.

Thanks

031000053
08/05/2021
99000096

CLOSED ACCOUNT

This is a LEGAL COPY of your check. You can use it the same way you would use the original check.

RETURN REASON-D
CLOSED ACCOUNT

3300854712

031000053 08/02/2021

CASH ONLY IF ALL CheckLock™ SECURITY FEATURES LISTED ON BACK INDICATE NO TAMPERING OR COPYING

360 Group US
360 Group US LLC
1155 S. Washington St. Ste 102
Naperville IL 60540

National Bank of Kansas City
8320 Ward Parkway
Kansas City, MO 64114
88-1488/1010

1027
7/15/21

PAY TO THE ORDER OF Ashok Shah \$ 2,904

Two Thousand Nine Hundred and Four DOLLARS

MEMO

001027 4101014889 8226992

001027 4101014889 8226992

0000290400



PNC Bank, N.A.

Return Items Dept. F6-F166-02-D
Date: 08/05/2021 Advice D-100111

Acct: 71/xxxxxxxxxxxxxxxx9656

Items which you deposited have been returned unpaid. Items redeposited are indicated with an asterisk (*). Please direct inquiries to 1-888-PNC-BANK.

REASON
CLOSED

ACCOUNT
8226992

DEP DATE ITEM AMOUNT
08/02/2021 \$2,904.00

ASHOK M SHAH
USHAA SHAH
1188 BLACK STALLION DR
NAPERVILLE, IL 60540-9496

1 Item(s) charged totaling \$2,904.00
Advice total: \$2,904.00

1001111

20210802 003300854712 07100866002

20210802 :003300854712 :07100866002

0310000054712 08/02/2021

0610001446 08/03/2021
7084395032 08/03/2021
101014867 08/03/2021
5250000525104 08/03/2021
0610001446 08/05/2021
710734431 08/05/2021
031000053 08/05/2021
990000916 KR - D

Do not endorse or write below this line.

Substitute Checks and Your Rights (for Consumer Customers Only)

What is a substitute check: To make check processing faster, federal law permits banks to replace original checks with "substitute checks." These checks are similar in size to original checks with a slightly reduced image of the front and back of the original check. The front of a substitute check states: "This is a legal copy of your check. You can use it the same way you would use the original check." You may use a substitute check as proof of payment just like the original check. Some or all of the checks that you receive back from us may be substitute checks. This notice describes rights you have when you receive substitute checks from us. The rights in this notice do not apply to original checks or to electronic debits to your account. However, you have rights under other law with respect to those transactions.

What are my rights regarding substitute checks? In certain cases, federal law provides a special procedure that allows you to request a refund for losses you suffer if a substitute check is posted to your account (for example, if you think that we withdrew the wrong amount from your account or that we withdrew money from your account more than once for the same check). The losses you may attempt to recover under this procedure may include the amount that was withdrawn from your account and fees that were charged as a result of the withdrawal (for example, bounced check fees). The amount of your refund under this procedure is limited to the amount of your loss or the amount of the substitute check, whichever is less. You also are entitled to interest on the amount of your refund if your account is an interest-bearing account. If your loss exceeds the amount of the substitute check, you may be able to recover additional amounts under other law.

If you use this procedure, you may receive up to \$2,500 of your refund (plus interest if your account earns interest) within 10 business days after we received your claim and the remainder of your refund (plus interest if your account earns interest) not later than 45 calendar days after we received your claim. We may reverse the refund (including any interest on the refund) if we later are able to demonstrate that the substitute check was correctly posted to your account.

How do I make a claim for a refund? If you believe that you have suffered a loss relating to a substitute check that you received and that was posted to your account, please contact us by: Phone: 1-888-PNC-Bank, Hearing Impaired 1-800-531-1648, Write: PNC Bank/Adjustments, P7-PFSC-02-C, 500 First Avenue, Pittsburgh PA 15219. Or at www.PNCBank.com, log on to Account Link (user ID and password, necessary) select Message Center and send us a secure message. You must contact us within 40 calendar days of the date that we mailed (or otherwise delivered by a means to which you agreed) the substitute check in question or the account statement showing that the substitute check was posted to your account, whichever is later. We will extend this time period if you were not able to make a timely claim because of extraordinary circumstances.

Your claim must include -- A description of why you have suffered a loss (for example, you think the amount withdrawn was incorrect); An estimate of the amount of your loss; an explanation of why the substitute check you received is insufficient to confirm that you suffered a loss. A copy of the substitute check and or the following information to help us identify the substitute check: account number, check number, amount of the check, date the check was paid or posted to your account, the reference number for the check (if known), name of the person to whom you wrote the check, and any other pertinent information.