

---

From: [paige@p2LLC.net](mailto:paige@p2LLC.net)  
To: [mark@fromstarttoperfection.com](mailto:mark@fromstarttoperfection.com)  
Subject: RE: Nova  
Date: Fri, 20 Jun 2008 14:53:52 -0500

Mark,  
Are you telling me they did this to Webster's mother with a Lipotron????  
Paige

*P2 LLC*  
*Paige Peterson*  
*tel 713 689 4200 fax 832 202 0293*  
*email [paige@P2LLC.net](mailto:paige@P2LLC.net) & [doublep@msn.com](mailto:doublep@msn.com)*



Think Green - don't print this email unless you really need to

**NOTICE:** This email message, including any attachments, may contain information that is confidential and/or proprietary. If you are not an intended recipient, please be advised that any review, use, reproduction or distribution of this message is prohibited. If you have received this message in error, please completely destroy all electronic and hard copies, and contact the sender at [paige@P2LLC.net](mailto:paige@P2LLC.net).

---

From: [mark@fromstarttoperfection.com](mailto:mark@fromstarttoperfection.com)  
To: [paige@p2llc.net](mailto:paige@p2llc.net)  
Subject: FW: Nova  
Date: Fri, 20 Jun 2008 14:20:32 -0500

This is the message that Webster had Nova cosmetics send to us. Also, you will see his mom's pictures attached.

To Greater Success,

Mark S. Durante  
Business Development Director

Advanced Aesthetic Concepts  
(P) 800-337-0745  
(C) 682-551-4384  
(F) 817-386-0524  
Website: [www.fromstarttoperfection.com](http://www.fromstarttoperfection.com)

---

**From:** Webster Lodge III [<mailto:webster@fromstarttoperfection.com>]  
**Sent:** Friday, June 20, 2008 1:48 PM  
**To:** [mark@fromstarttoperfection.com](mailto:mark@fromstarttoperfection.com)  
**Subject:** Nova

Mark. Below is the message from the Spa Manager at Nova. I asked her to put her words into an email. Also, attached are my mom's pics. This was her third treatment for face and neck, the first two did not feel this way or turn out as such. Thanks.  
Webster-

I called and left a message for your mom. Dr. Karlin would like for her to come in this afternoon so that he can take a look at her and provide some relief. I am truly sorry that this has happened to your mom. It does however, bring out a good point...training is a must for all new employees that are using this machine. I have to say at this point I have become very discouraged with the customer service that your company seems to be providing. We were made promises of hand pieces being delivered that did not happen on time. And as a result had to remove clients from our scheduling books and give them facials for free to make up for the inconvenience but our inconvenience is of no concern to your company. So we lost out on a couple of thousand dollars...In addition we were promised a call from Paige that never happened either. I'm starting to believe that maybe this company can not live up to its promises.

We use this machine from the time we open until the time we close. What can be done to rectify this situation??

To Greater Success,

Webster Lodge, III  
Aesthetic & Medical Consultant  
Advanced Aesthetic Concepts  
Office (800) 337-0745  
Mobile (407) 923-8389

---

**From:** Webster Lodge III [mailto:webster@fromstarttoperfection.com]  
**Sent:** Friday, June 20, 2008 1:48 PM  
**To:** mark@fromstarttoperfection.com  
**Subject:** Nova

Mark. Below is the message from the Spa Manager at Nova. I asked her to put her words into an email. Also, attached are my mom's pics. This was her third treatment for face and neck, the first two did not feel this way or turn out as such. Thanks.

Webster-

I called and left a message for your mom. Dr. Karlin would like for her to come in this afternoon so that he can take a look at her and provide some relief. I am truly sorry that this has happened to your mom. It does however, bring out a good point... training is a must for all new employees that are using this machine. I have to say at this point I have become very discouraged with the customer service that your company seems to be providing. We were made promises of hand pieces being delivered that did not happen on time. And as a result had to remove clients from our scheduling books and give them facials for free to make up for the inconvenience but our inconvenience is of no concern to your company. So we lost out on a couple of thousand dollars... In addition we were promised a call from Paige that never happened either. I'm starting to believe that maybe this company can not live up to its promises.

We use this machine from the time we open until the time we close. What can be done to rectify this situation??

To Greater Success,

Webster Lodge, III  
Aesthetic & Medical Consultant  
Advanced Aesthetic Concepts  
Office (800) 337-0745  
Mobile (407) 923-8389

