

## **Evidentiary Report of Potential e-Stewards® Standard Violation Diversified Recycling, LLC**

(Updated December 15, 2014)

**Case Number:** 11-12-14-01

### **Observation Locations:**

1. Diversified Recycling facility at 2760 Pacific Drive, Norcross, GA.
2. Sarah's Trading recycling facility at 3121 Marjan Drive, Doraville, GA.
3. TriStar Recycling & Metals at 2731 Simpson Circle NW, Norcross, GA.
4. Safeguard landfill at 6895 Roosevelt Hwy, Fairburn, GA.
5. Daehung M&T at 4070 Buford Hwy Suite 2, Duluth, GA.
6. On-line eBay store registered to user 'greenworldelectronics2'.  
[http://www.ebay.com/usr/greenworldelectronics2?\\_trksid=p2047675.l2559](http://www.ebay.com/usr/greenworldelectronics2?_trksid=p2047675.l2559)
7. Trade Loop e-commerce site.  
<http://www.tradeloop.com/ethics/cases/case/?id=5589>

**Date of Observations:** November 12 - 17, and December 9-13 2014

### **Attachments:**

#### Downstream Due Diligence

1. Photograph of Teton (labeled) truck at Diversified Recycling on Nov 10<sup>th</sup>.
2. Photograph of Teton truck at Sarah's Trading on Nov 10<sup>th</sup>.
3. Photograph of Teton truck at Diversified Recycling on Nov 12<sup>th</sup>.
4. Photograph of Teton truck at Sarah's on Nov 12<sup>th</sup>.
5. Photographs of Sarah's Trading front room
6. Photograph of dumpster filled with CRT scrap at Sarah's Trading
7. Three photographs showing unsafe Stacking of heavy equipment
8. Photograph of hammering work station showing shards of glass
9. Photograph of hammering work station.
10. Photograph of Sarah's workers inside Pirkle roll-off bin arranging old printers
11. Photograph of dumpster enroute from Sarah's Trading to TriStar
12. Screenshot of Google Earth view of Safeguard Landfill and dump area.
13. Photograph of white truck at Sarah's
14. Photograph of white truck at Daehung
15. Downstream Chart provided by Bruce Manssuer on December 14 to BAN making no mention of Sarah's.

### Online Sales

16. Multiple screenshots of Green World Electronics eBay listings for sale of untested and not-fully-functional electronic equipment.
17. Document disclosing ownership of Green World website.
18. Correspondence thread from Tradeloop site over dispute of non-functional electronics sent to Hong Kong.
19. Screenshot of revised listing following initial release of this Evidentiary Report.

### **Section/s of Standard Potentially Violated:**

Section	Requirement	Finding Indicated	Likely Class
DOWN-STREAM DUE-DILIGENCE			
4.4.6.5 (a)	e-Stewards shall accurately report all downstream (with disposition chart) processors of HEWs and PCMs.	Failure to report downstream location of CRTs (Sarah's Trading)	Critical
4.4.6.5 (b)	e-Stewards shall perform due diligence on HEWs/PCMs and ensure they are managed downstream in a manner which protects human health and the environment.	Our findings at Sarah's indicate extremely poor working conditions there, lack of PPE by workers etc. to protect against silicosis, and inhalation and exposure to phosphors. (See 4.4.6.6 below)	Critical
4.4.6.5 (c, 1)	e-Stewards shall audit their immediate downstream processors.	Failure to audit Sarah's Trading or include audit in Phase 1 audit.	Major
4.4.6.5 (d)	e-Stewards shall ensure that their downstream processors control their disposition	Downstream CRT glass was observed going to Safeguard Landfill, Safeguard is a construction waste landfill. Phone call to Safeguard confirmed that the site did not/should not accept CRT glass nor electronic waste.	Major
4.4.6.6 (d) Table 3 (f,5)	e-Stewards must never allow un-cleaned CRT glass to be disposed of in any landfill other than a hazardous waste landfill.	Downstream CRT glass was observed going to Safeguard, a construction waste landfill.	Major



ONLINE SALES			
4.4.6.2	An e-Steward shall only...sell for Re-use...EE (which contain HEW...) that are Fully Functional.	Untested, not-fully-functional equipment is being offered for sale through the Green World Electronics website, which is owned by the CEO of Diversified Recycling, LLC	Major
4.4.6.7	An e-Steward shall only permit exports of HEW that are consistent with the decisions and agreements of the OECD, the Basel Convention...and the Basel Ban Amendment	Evidence indicates that untested and not-fully functional equipment was sold to a party which exported this equipment to Hong Kong	Critical
Appendix B paragraph (b)	When an Organization owns or controls Ancillary sites, each must be included in the scope of the EMS offered for certification by a Certification Body. If top management owns a controlling interest in a separate electronics Recycling entity these facilities are also required to become e-Stewards certified (meet e-Stewards Standard requirements)	The existence of a separate entity engaged in the sale of used, untested electronics and owned by the CEO of Diversified Recycling LLC was not reported to the Certification Body	Major

**Case Description:** Diversified Recycling, owned in part by Mr. Bruce Manssuer is seeking to certify its Orlando, Florida and later, its Norcross, Georgia sites as e-Stewards Certified facilities. BAN initially signed a license agreement to consummate the Certification for the first facility at Orlando, but rescinded that on November 12<sup>th</sup>, 2014 after it was discovered that improper financial records were provided as well as an incorrect listing of facility addresses. Currently, a valid License Agreement with BAN does not exist. Thus the certification for the Orlando facility has not been released.

Subsequent to rescinding the License Agreement due to the unannounced address change, BAN had investigators observe Diversified Recycling activities online and on the ground in the Norcross area. Our first observations made online revealed concerns, which warranted issuing owner Mr. Manssuer with the first version of this Evidentiary Report on November 18<sup>th</sup>, 2014.

Subsequent to that issuance BAN's observations on the ground revealed new concerns regarding observed downstream destinations of CRT glass which did not match the stated destinations by Diversified to the e-Stewards auditor, and furthermore were cause for serious alarm.

#### Downstream Due-Diligence Issues

It was found that during the three days of observations in November 2014, at least one truck hauling a 53' trailer was observed each day transporting material from Diversified's Norcross facility to a facility known as Sarah's Trading at 3121 Marjan Drive, Doraville,

GA. Sarah's Trading was not listed as a Diversified downstream during the audit process as recently as December 14, 2014 on the Downstream Chart for Norcross provided by Mr. Manssuer to BAN and to the e-Stewards auditors (see attachment 15).

It was clear that while Sarah's takes in printers and computers walked-in from the street, they mostly deal with CRT devices arriving by the truckload from businesses. A worker there told BAN investigators that they received about 1000 TVs & Monitors a day or 5000 a week. It was uncertain how much of that total originated from Diversified but we believe by what was observed at Sarah's, that the large trucks coming daily from Diversified were filled with CRT devices. Yet during the Stage 1 audit, Diversified reported that their CRT glass material all went to GES -- a Certified e-Stewards Recycler.

Sarah's Trading is a facility disguised by false and/or old signage, which reads "K & C Carpet Installation Inc.". Inside this facility, Latino workers were observed unloading TVs and monitors, smashing monitors by hammer, removing copper from the yokes, and dumping a mix of broken monitor scrap and glass into large dumpsters parked in the front of the building on a regular basis. Workers were periodically observed physically entering these dumpsters to move material around to allow more contents to fill the dumpsters. Operations continued 24 hours a day there at least 5 days per week, although no trucks were observed arriving during late night hours. The CRT breaking was done mainly late at night. Only some workers were observed wearing particle masks, and no other Personal Protective Equipment (PPE) was observed being used.

While BAN investigators were at Sarah's Trading facility they noted an imminent danger to workers in the warehouse area. Very heavy palletted material was stacked on top of each other, sometimes three to four pallets high. Some pallets were stacked in tilted, unstable stacks, presenting crushing hazards to workers present in the cramped workspace. It was also noted that the entire floor was covered in leaded glass particles. It is well known that hand cracking of CRTs will not only release glass particulate with high risk of silicosis, and cuts, but the phosphor compounds, some of which are known to be hazardous will be released as well. Piled equipment and horribly poor housekeeping made fork-lift navigation and traffic in the warehouse dangerous.

Observations of Sarah's Trading appeared to indicate that in general:

- a) CRT scrap material (material other than the copper wire) was being sent from Sarah's to Safeguard Landfill at 6895 Roosevelt Hwy, Fairburn, GA.
- b) Metal scrap was going to TriStar Recycling at 2731 Simpson Circle NW, Norcross, GA.
- c) Circuit Board material was being sent to Daehung M&T at 4070 Buford Hwy Suite 2, Duluth, GA., another e-waste recycling company.
- d) Printers and faxes etc. were going to Pirkles Scrap Metal Recycling, of 598 Wells St. SW, Atlanta, GA 30312

A phone call to Safeguard Landfill after first following a dumpster delivery there, revealed that they do not/should not accept electronic waste of any kind -- but only construction waste. A phone call to TriStar also revealed that they do not accept electronic waste of any kind. A phone call to Pirkles also revealed that they do not

purchase e-Waste.

Observations of shipments from Sarah's Trading to the Safeguard landfill continued in December 2014. On Dec. 10, 2014, BAN investigators entered Sarah's Trading facility again and talked to a man who identified himself as Freddy Cayaffa who had previously answered phone calls, and identified himself as the person who manages Sarah's operations. Freddy confirmed that much of his CRT material comes from Diversified Recycling. He said that Diversified Recycling handles the "clean stuff", they don't "smash anything up" and that it was his job to do the "dirtier stuff" (audio available).

On Dec. 11, 2014 BAN investigators alerted the Safeguard construction waste landfill facility, after a shipment from Sarah's Trading was followed there. BAN investigators confirmed with the operators that broken CRT glass, metal CRT frames, plastics parts from monitor shrouds, and CRT high voltage cups were dumped there.

When CRT material is disposed of rather than recycled, the CRT exclusion (CRT rule of the Resource Conservation and Recovery Act) from the solid and hazardous waste designation is not applicable and the material is considered hazardous solid waste under US law. As such Sarah's and Diversified would need to be classified as a hazardous waste facility and all shipments would have needed to be manifested as such. Online EPA records reveal no such RCRA hazardous waste (TSDF) permits for either Diversified or for Sarah's.

#### Online Sales of Non-Working Equipment

Subsequent to the rescinding of the License Agreement, but prior to the investigation on CRT downstream disposal noted above, some online research was conducted as mentioned above, and as a result BAN discovered that Diversified Recycling, LLC, also has shared ownership in a separate, on-line trading organization called Green World Electronics. This company is located at the same address as Diversified Asset Recovery in Florida and used an eBay e-commerce store to sell used electronic equipment. A phone call to Diversified reveals a phone option that indicates sales also take place on Craig's List or gives the option of "other e-Commerce questions." Some of the products offered are advertised to be sold "AS IS" and "FOR PARTS or REPAIR ONLY" indicating this equipment has not been tested and/or confirmed to be fully functional as required by the e-Stewards Standard Version 2.0. Screen shots of several examples are shown in the attachments.

The ownership of a separate, on-site electronics equipment sales platform by the owner/ CEO of Diversified Recycling LLC has not been disclosed to the Certification Body as a part of its application for certification. Nor is it clear whether the auditors were informed of other e-Commerce platform accounts.

Evidence was also discovered in the form of a dispute case opened by a buyer on an on-line trading platform known as TradeLoop. The case includes email correspondence and other information relating to the sale. The sale of non-working used hazardous electronics equipment to Hong Kong were in the name of Diversified Assets Recovery LLC which was the name of Diversified Recycling previously (just a few months ago).

The correspondence is a lengthy email exchange between a broker of used electronics, called Birkin and Bruce Manssuer, owner and CEO of Diversified Recycling LLC. In this

transcript, it is clear that Mr. Manssuer acknowledges that some of the equipment offered and subsequently sold and exported to Hong Kong through the broker, was untested and/or broken at the time of the sale. See Attachment 4. It is also clearly stated at the end of each of Manssuer's emails, that Diversified Asset Recovery LLC was in the process of becoming e-Stewards certified at the time of this sale and dispute.

It is not clear whether these apparently non-conforming shipments were ever repatriated to the US by Mr. Manssuer in order to correct the non-conformity. The complaint resulted however in the banning of Mr. Manssuer from the TradeLoop site by the TradeLoop Ethics Committee.

Note: Following out original issuance of this Evidentiary Report, Mr. Manssuer changed his website listings, presumably to comply with the concern. However as noted in Attachment 13, the proper wording asserting that the units have been tested and the test results indicate full functionality is missing. In the example, the statement "Tested for Full Functionality" does mean that the unit has been tested for full functionality but does indicate whether the unit has passed the test. It is also difficult to imagine how it was truly tested if the cartridges are missing.

#### Online Characterization of Company

Diversified Norcross's website touts the following about the company:

"Diversified Recycling is dedicated to sustainable development and recognizes the necessity for comprehensive environmental management through the recognition of Hazardous Electronic Waste (HEW) and Problematic Components & Material (PCM) in order to safeguard the global environment for our community, our business, and our people. In addition to complying with environmental laws and regulations, we will constantly endeavor to balance environmental considerations and social responsibilities through a sustainable approach that benefits the consumers, customers, shareholders, associates and communities we serve by both meeting our business goals and protecting and improving the quality of the environment in which we all live."

and;

"Diversified Recycling adheres to a strict "zero land fill" policy for all electronic waste through the REcovery, REfurbish, REuse and REcycling of ALL assets and surplus electronics to the extent that it is technically and economically practical."

#### **Conclusion**

Based upon all of the above information, it appears that Diversified Recycling has committed hitherto unreported major or critical non-conformities with respect to the e-Stewards Standard. It is also possible that illegal actions have taken place as well.

At the very least, these matters need to be brought to the attention of Orion, Diversified Recycling's Certification body for the e-Stewards Certification. However it is also possible

that these non-conformities may be deemed to be “critical,” threatening licensing with BAN for e-Stewards Certification, and as mentioned, may be illegal.

While some of these non-conformities appear tied to the Norcross, facility that has yet to undergo a Stage 2 audit, the Norcross facility is inextricably linked to the certification of the Orlando facility and Diversified generally. It is clear from the information provided by Diversified that shipment of material from Orlando to Norcross facilities of used electronic equipment is routine. Norcross is thus a downstream for the Orlando facility. Further, e-Stewards Certification is a corporate certification and it is expected that once contracted to become certified, that all Diversified facilities are operated within the requirements of the e-Stewards Standard and Environmental Management System.

It is recommended therefore, in accordance with BAN’s critical non-conformity policy that this report and its allegations be presented to the owner of Diversified for an opportunity to provide explanation regarding the allegations prior to a final determination of whether these findings represent critical non-conformities and thus would warrant further action. This query will likely necessitate further delay and possible suspension of plans for issuing an e-Stewards certificate to Diversified Recycling for any facility.

END

## Attachments

Attachment 1: Photograph of Teton truck at Diversified Recycling on Nov 10<sup>th</sup>.



Attachment 2. Photograph of same Teton truck arriving at Sarah's Trading on Nov 10<sup>th</sup>





Attachment 3. Photograph of Teton truck at Diversified Recycling on Nov 12<sup>th</sup>.



Attachment 4: Photograph of same Teton truck arriving at Sarah's on Nov 12<sup>th</sup>.



Attachment 5. Photographs of Sarah's Trading, front room of warehouse showing copper yoke separation workstation



Attachment 6. Photograph of dumpster filled with CRT scrap at Sarah's Trading during night work





Attachment 7. Three photos showing unsafe stacking of heavy Equipment.





Attachment 8. CRT hammer smashing workstation, showing shards of glass.



Attachment 9. Equipment smashing work station.



Attachment 10. Workers arranging printers and faxes etc. in dumpster to maximize space



Attachment 11. Photograph of dumpster being transported from Sarah's Trading to TriStar





Attachment 12. Entrance of Safeguard landfill and Google Earth shot.  
This is where the uncleaned, leaded, CRT glass ended up.



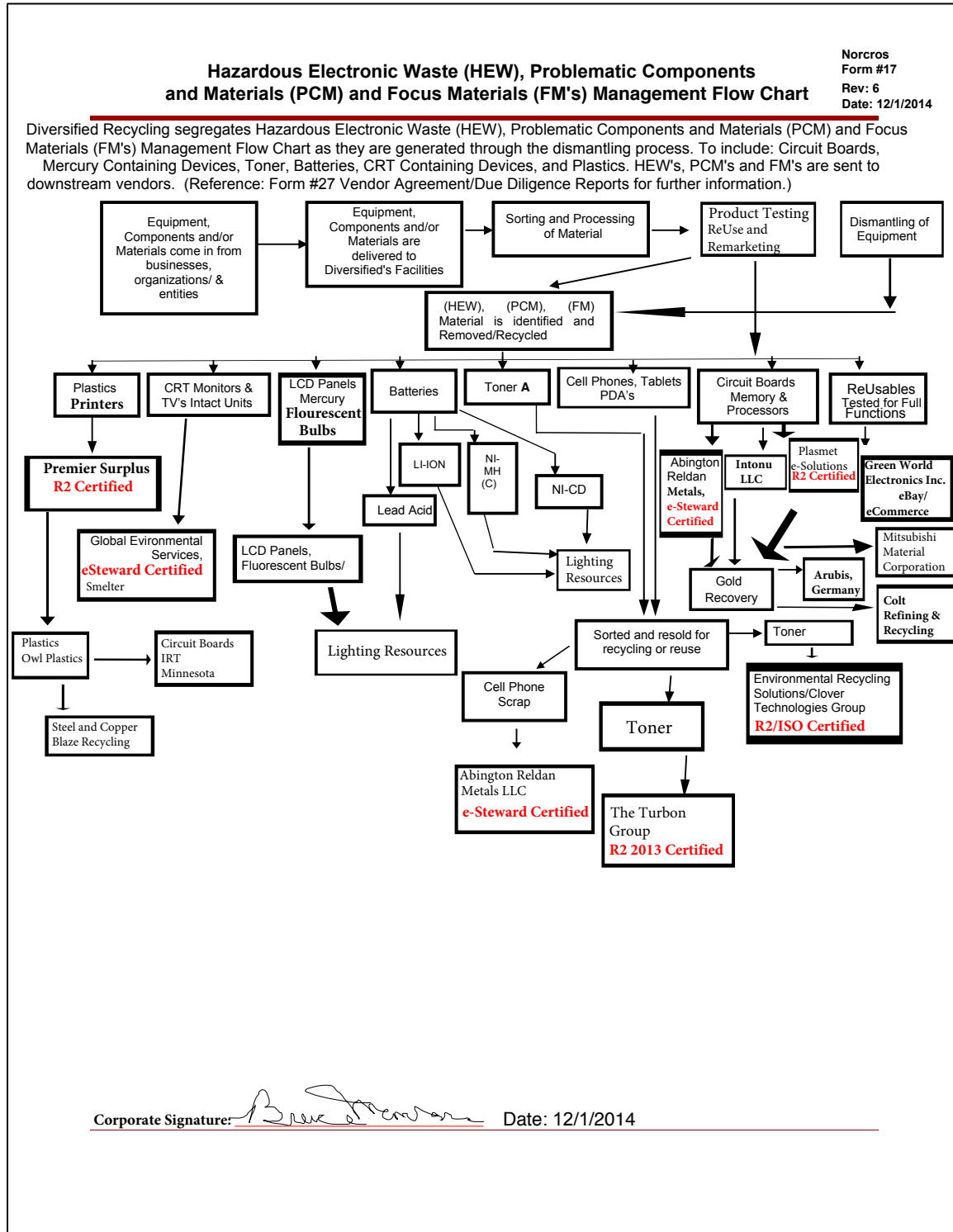
Attachment 13. Photograph of truck at Sarah's



Attachment 14. Photograph of same truck at Daehung



Attachment 15. Downstream Flow Chart for the Norcross Facility provided by Bruce Manssuer to BAN on December 14.





## Attachment 16: Examples of Sales of non-functional and/or untested equipment

[http://www.ebay.com/usr/greenworldelectronics2?\\_trksid=p2047675](http://www.ebay.com/usr/greenworldelectronics2?_trksid=p2047675).

The screenshot shows the eBay profile page for the user 'greenworldelectronics2'. The profile includes a green recycling logo with the text 'RECOVER REUSE RECYCLE'. The user's name is 'greenworldelectronics2 (725\*)' with a 99.3% positive feedback rating. The profile states the user is based in the United States and has been a member since June 03, 2013. Feedback ratings are shown for 'Item as described' (598), 'Communication' (646), 'Shipping time' (658), and 'Shipping charges' (668). There are 737 positive, 4 neutral, and 5 negative feedback items. A recent feedback comment from Nov 13, 2014, says 'Great seller... Prompt and accurate customer service.' The profile also shows 48 followers, 0 collections, 0 guides, 1,536 views, and a location in the United States. Below the profile, it says 'Items for sale (111)'.

## Projectors sold AS-IS and for PARTS or REPAIR

The screenshot shows an eBay listing for 'Lot of (3) NEC VT491 LCD Projectors - (1) Working (2) For Parts/Repair'. The item is sold 'AS IS' and has been viewed 1 time per hour. The item condition is 'Used' with a note: 'Used: (1) Working with 788 Lamp Hours and (2) for parts/repair.' The time left is 2d 04h 55min 13PM. The price is US \$69.99, with a 'Buy It Now' button. There is an option to add to cart for \$16.49 with SquareTrade 2 yr warranty. The best offer is \$2.00, with a 'Make Offer' button. There are 2 watchers. The listing includes shipping information: \$20.53 International Priority Shipping to Canada, item location is Norcross, Georgia, United States, and shipping to United States and many other countries. Import charges are \$10.13. Delivery is estimated between Tue, Nov. 25 and Fri, Dec. 12. Payments are accepted via PayPal CREDIT. The listing also includes a guarantee: 'eBay MONEY BACK GUARANTEE'. At the bottom, there is a section 'People who viewed this item also viewed' with several other projector listings and their prices.

## Cell Phones sold AS-IS

Hi! Sign in or register | Daily Deals | Gift Cards | Sell | Help & Contact **SHOP GIFTS** My eBay

Shop by category Search... You have gone full screen. Exit full screen (F11) All Categories Search Advanced

Back to search results | Listed in category: Cell Phones & Accessories > Wholesale Lots > Cell Phones

**(48) Samsung Convoys SCH-U640 - Black (Verizon) Cellular Phones**  
AS IS

Item condition: Used  
"Untested AS IS"

Time left: 2h 43m 35s Today 12:28PM

Current bid: US \$197.50 [ 16 bids ]  
Enter US \$200.00 or more **Place bid**

[Add to watch list](#)  
[Add to collection](#)

**Fast and safe shipping** Limited time remaining

No additional import charges at delivery!  
This item will be shipped through the Global Shipping Program and includes international tracking. [Learn more](#)

Shipping: \$13.25 International Priority Shipping to Canada | [See details](#)  
Item location: Norcross, Georgia, United States  
Ships to: United States and many other countries | [See details](#)

Import charges: \$15.00 (estimated and based on current bid) | [See details](#)

Delivery: Estimated between Tue, Nov. 25 and Fri, Dec. 12 | [See details](#)  
Includes International tracking

Payments: **PayPal**  
**PayPal CREDIT**  
[See details](#)  
International shipping and import charges paid to Pitney Bowes Inc. [Learn More](#)

Guarantee: **ebay MONEY BACK GUARANTEE** | [See details](#)  
Get the item you ordered or get your money back.  
Covers your purchase price and original shipping.

**Seller information**  
greenworldelectronics (726 ★)  
99.2% Positive feedback  
[Follow this seller](#)  
[See other items](#)

Mouse over image to zoom

**\$ Have one to sell? Sell now**

People who viewed this item also viewed

LOT 2 MINT CONDITION SAMSUNG CONVOY \$119.99 Buy It Now  
 Lot of 7 Altel Motorola W315 Red Mobile Cell. \$29.99 Buy It Now  
 Lot of 103 Samsung Axiom Galaxy S3... \$199.99 8 bids  
 15 Lot Casio G2One Rawine 2- (G781)... \$79.99 0 bids  
 Lot of 50 Nokia 6010 GSM Unlocked Color... \$599.99 Buy It Now  
 Lot of 2 Casio G2One Cell Phones... \$51.00 20 bids

Feedback on our suggestions

**Description** **Shipping and payments** Print Report item

Seller assumes all responsibility for this listing. eBay item number: 95121885970

## Water Damaged Cellphones for sale

Hi! Sign in or register | Daily Deals | Gift Cards | Sell | Help & Contact **SHOP GIFTS** My eBay

Shop by category Search... All Categories Search Advanced

Back to search results | Listed in category: Cell Phones & Accessories > Wholesale Lots > Cell Phones

**Lot of (4) Samsung Convoys SCH-U640 for Verizon - FOR PARTS OR REPAIR**  
WATER DAMAGE - SOLD AS IS

Item condition: Used  
"Water damaged Sold as is"

Time left: 6d 03h Friday, 12:09PM

Price: US \$49.99 **Buy It Now**  
**Add to cart**

Best Offer: **Make Offer**  
[Add to watch list](#)  
[Add to collection](#)

**Fast and safe shipping** Best offer available

No additional import charges at delivery!  
This item will be shipped through the Global Shipping Program and includes international tracking. [Learn more](#)

Shipping: \$11.72 International Priority Shipping to Canada | [See details](#)  
Item location: Norcross, Georgia, United States  
Ships to: United States and many other countries | [See details](#)

Import charges: \$6.61 (amount confirmed at checkout) | [See details](#)

Delivery: Estimated between Tue, Nov. 25 and Fri, Dec. 12 | [See details](#)  
Includes International tracking

Payments: **PayPal**  
**PayPal CREDIT**  
[See details](#)  
New customers get \$10 back on 1st purchase. [Apply Now](#) | [See Terms](#)  
[See details](#)  
International shipping and import charges paid to Pitney Bowes Inc. [Learn More](#)

Guarantee: **ebay MONEY BACK GUARANTEE** | [See details](#)  
Get the item you ordered or get your money back.  
Covers your purchase price and original shipping.

**Seller information**  
greenworldelectronics (726 ★)  
99.3% Positive feedback  
[Follow this seller](#)  
[See other items](#)

Mouse over image to zoom

**\$ Have one to sell? Sell now**

People who viewed this item also viewed

LOT of 4 BlackBerry Sprint Model... \$37.50 Buy It Now  
 CELL PHONE WHOLESALE LOT 1... \$29.99 Buy It Now  
 BULK LOT OF 4 PHONES LG SAMSU... \$0.99 0 bids  
 Lot of 27 Cell Phones Parts Repair Vintage... \$84.99 Buy It Now  
 LOT OF 12 USED CELL PHONES... \$50.00 Buy It Now  
 Lot of 4 BlackBerry's Mobile Cell Phones... \$25.00 Buy It Now

Feedback on our suggestions

**Description** **Shipping and payments** Print Report item



## Xbox units sold AS-IS

Hi! Sign in or register | Daily Deals | Gift Cards | Sell | Help & Contact | **SHOP GIFTS**

Shop by category | Search... | All Categories | Search | Advanced

Back to search results | Listed in category: Video Games & Consoles > Video Game Consoles

**Lot of (2) XBOX Game Console**  
AS IS

Item condition: **Used**  
Time left: 2d 00h Monday, 10:18AM

Price: **US \$49.99** | **Buy It Now**  
Add to cart

☐ SquareTrade 2 yr warranty \$13.49

Best Offer: | **Make Offer**  
1 watching | Add to watch list | Add to collection

**Fast and safe shipping** | Best offer available

**Seller information**  
greenworldelectronics2 (726 ★)  
99.3% Positive feedback  
Follow this seller | See other items

No additional import charges at delivery!  
This item will be shipped through the Global Shipping Program and includes international tracking. [Learn more](#)

Shipping: **\$16.01** International Priority Shipping to Canada | [See details](#)  
Item location: Norcross, Georgia, United States  
Ships to: United States and many other countries | [See details](#)

Import charges: **\$6.64** (amount confirmed at checkout) | [See details](#)

Delivery: Estimated between **Tue, Nov. 25** and **Sat, Dec. 6** | Includes **international tracking**

Payments: **PayPal**  
**PayPal CREDIT**  
New customers get \$10 back on 1st purchase. [Apply Now](#) | [See Terms](#)  
International shipping and import charges paid to Pitney Bowes Inc. [Learn More](#)

Guarantee: **ebay MONEY BACK GUARANTEE** | [See details](#)  
Get the item you ordered or get your money back.  
Covers your purchase price and original shipping.

Print | Report item

ebay item number: 371106310230

Description | **Shipping and payments**

Seller assumes all responsibility for this listing.

Item specifics

Condition: **Used**

## Computer sold AS-IS

Hi! Sign in or register | Daily Deals | Gift Cards | Sell | Help & Contact | **SHOP GIFTS**

Shop by category | Search... | All Categories | Search | Advanced

Back to search results | Listed in category: Computers/Tablets & Networking > Desktops & All-in-Ones > Apple Desktops & All-in-Ones

**Apple Mac Mini A1103**  
AS IS

Item condition: **Used**  
Time left: 4d 03h Wednesday, 1:16PM

Price: **US \$105.00** or **\$18 for 6 months<sup>1</sup>** | **Buy It Now**  
Add to cart

☐ SquareTrade 2 yr warranty \$49.99

Best Offer: | **Make Offer**  
1 watching | Add to watch list | Add to collection

**Fast and safe shipping** | Best offer available

**Seller information**  
greenworldelectronics2 (726 ★)  
99.3% Positive feedback  
Follow this seller | See other items

No additional import charges at delivery!  
This item will be shipped through the Global Shipping Program and includes international tracking. [Learn more](#)

Shipping: **\$34.04** International Priority Shipping to Canada | [See details](#)  
Item location: Norcross, Georgia, United States  
Ships to: United States and many other countries | [See details](#)

Import charges: **\$9.90** (amount confirmed at checkout) | [See details](#)

Delivery: Estimated between **Tue, Nov. 25** and **Fri, Dec. 12** | Includes **international tracking**

Payments: **PayPal**  
**PayPal CREDIT**  
1 to 6 Payments + No Interest if paid in full in 6 months, a budget of \$18/month. [Apply Now](#) | [See Terms](#)  
International shipping and import charges paid to Pitney Bowes Inc. [Learn More](#)

Guarantee: **ebay MONEY BACK GUARANTEE** | [See details](#)  
Get the item you ordered or get your money back.  
Covers your purchase price and original shipping.

People who viewed this item also viewed

- Mac Mini Apple Desktop | \$100.00 | Buy It Now
- Apple A1174 Mac Mini 2.0GHz Core 2 Duo... | \$129.95 | Buy It Now
- Apple Mac Mini Desktop (January... | \$99.00 | 0 bids
- Apple Mac Mini Desktop A1103 | \$10.00 | 0 bids
- Apple Mac Mini A1103 | \$54.99 | 0 bids
- Apple Mac Mini | \$109.95 | Buy It Now
- Apple iMac17,0 LCD, 8008 HDD, 512GB | \$109.95 | Buy It Now

Feedback on our suggestions

## Attachment 17: Ownership/involvement of Green World Electronics on-line platform by Diversified CEO

<http://www.recycleinme.com/rim-diversified/home.aspx>

The screenshot shows the homepage of Green World Electronics on the RecycleInMe platform. The browser address bar displays [www.recycleinme.com/rim-diversified/home.aspx](http://www.recycleinme.com/rim-diversified/home.aspx). The RecycleInMe logo is in the top left, with the tagline "scrap traders meet here". Navigation links include BUY SCRAP, SELL SCRAP, BUYERS, SUPPLIERS, SCRAP PRICE, and JUNKYARD. User options include My Rim, Inquiry Basket, Login, and a Register button. A search bar with the placeholder "Please input a keyword" and a Search button is present. Below the search bar are tabs for Home and Contact Us. The main content area features the Green World Electronics logo and the tagline "Recycling electronics for cash". A quote from Adorama states "Pays top Dollar for Used Photo Equipment." The text describes the company as a global asset recovery company processing over 200 Metric Tons of Surplus Electronics monthly, with a capacity to export 4-5 containers each month. It lists various electronics they handle, including computers, monitors, motherboards, circuit boards, hard drives, and CD/DVD drives. A sidebar on the right shows a RIM Basic Member badge for Jun 2010 in Orlando, United States, with social media icons for Facebook, Digg, and Google+. A "Battery Recycling" section is partially visible at the bottom right. The system clock shows 11:01.

The screenshot shows the contact details page for Green World Electronics on the RecycleInMe platform. The browser address bar displays [www.recycleinme.com/rim-diversified/home.aspx](http://www.recycleinme.com/rim-diversified/home.aspx). The page has a dark header with the title "Contact details". The contact information is listed as follows: Contact Name: Bruce Manssuer, Phone: 407-6375339, Address: 2700 Hazelhurst Ave, City: Orlando, Zipcode: 32804, State: Florida, Country: United States. Below the contact information is a section titled "Send a message to Green World Electronics" with a text input field and a "Send Now" button. To the right, there is a "Today." section with a green arrow button. Below the contact details is a "Trading Details" section with tabs for "Items we sell" and "Items we buy". The system clock shows 11:02.

There are 5 companies that have an address matching 2700 Hazelhurst Ave Orlando, FL 32804.

The companies are Terecycling Inc, Diversified Asset Recovery LLC, Diversified Recycling Of Georgia Inc Corporation, Green World Electronics, and Diversified Recycling Holdings LLC.

**TERECYCLING, INC.**

FLORIDA DOMESTIC PROFIT CORPORATION

Address: 2700 Hazelhurst Ave  
Orlando, FL 32804

Address Types: Principal

Registered Agent: Deslauriers Grant

Filing Date: June 13, 2011

File Number: P11000055963

**DIVERSIFIED ASSET RECOVERY LLC**

FLORIDA DOMESTIC LIMITED-LIABILITY COMPANY

Address: 2700 Hazelhurst Ave  
Orlando, FL 32804

Address Types: Principal and Mailing

Registered Agent: Quinn James P

Filing Date: January 04, 2010

File Number: L10000003171

**DIVERSIFIED RECYCLING OF GEORGIA, INC.  
CORPORATION**

GEORGIA CORPORATION

Address: 2700 Hazelhurst Ave  
Orlando, FL 32804

Address Types: Officer

Registered Agent: Bruce Manssuer

Filing Date: April 25, 2013

File Number: 13409907

**GREEN WORLD ELECTRONICS**

NEW HAMPSHIRE FOREIGN LIMITED-LIABILITY COMPANY

Address: 2700 Hazelhurst Ave  
Orlando, FL 32804

Address Types: Principal

Registered Agent: A-1 Registered Agents, LLC

Filing Date: September 10, 2014

File Number: 714409

**DIVERSIFIED RECYCLING HOLDINGS, LLC**

FLORIDA DOMESTIC LIMITED-LIABILITY COMPANY

Address: 2700 Hazelhurst Ave  
Orlando, FL 32804

Address Types: Principal, Mailing, and Registered Agent

**Attachment 18: Evidence of Diversified owner Bruce Manssuer acknowledging sale of untested hazardous electronics that was exported to Hong Kong**

**From:** Kevin Lin [kevin.lin@birkinincorp.com]  
**Sent:** Tuesday, February 11, 2014 5:57 AM  
**To:** 'Bruce Manssuer'  
**Cc:** 'admin@birkinincorp.com'  
**Subject:** RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops  
Bruce,

It is absurd that now you're denying the facts that you have shipped us products that were damaged and scrap-alike type of monitors.

On December 4th, 2013:

I've sent you photos of the LCD monitors with YOUR label outside the gaylord boxes, plus many photos showing you the conditions of the actual monitors as well.

Your label shows that the monitors were "NON WORKING LCD MONITORS / DAMAGED SCREEN";

"NON TESTED

WHITE LCD MONITORS LCD MONITORS"; "UNTESTED WHITE LCD'S" etc.

At the same time I've requested for you to make full refund of the LCD monitors and you can have the LCD monitors back.

You can also see that the way you have your LCD monitors stacked in the box were not how Grade-A or working products should be packaged.

Much of the monitors were throw into the gaylord boxes randomly.

Your statement of YOUR LCD Technician adamant about him did not put in any scrap like monitors was far from the truth.

Why didn't you say a word when I sent you those photos back in December 4th? For all these time between

November 21st until February 7th you have not denied my claims with photos.

With your email on November 17th, 2013, you even said that **"I'm sure there was a mistake made on our end, I want you to know that it was not intentional."** Why are you making excuses and denial

now?

I've requested for you to take back your LCD monitors several times. You have failed to do so, and you have asked me to provide you with an inspection report. I provided you with the report, and you failed to respond to my email and phone calls afterwards.

Even with the Fujitsu laptops where you have FAILED to deliver the entire quantity, it took you over TWO month to pay us back. This length of repayment time and lack of communication in between seems to be very unreasonable.

Since the beginning of my claim, I've told you that the LCD monitors were NOT acceptable. Your words of you attempting to make things right never happened.

Couple more things to remind you:

You FAILED to ship the products according to what you sold us, so you broke the agreement between the companies.

none of the laptops were shipped.

LCD monitors were not as the condition, quantity, and the manifest/list (Brand & Size) you have sent us.

You were the one that asked for an inspection report on the LCD monitors, where EXTRA labor had to put into sorting through YOUR LCD monitors. IF you had shipped us the correct products, we wouldn't have to go through so much extra works.

1

Due to YOUR FAILURE to ship any of the laptops, and shipped us mis-match LCD monitors, I had to spend money traveling to inspect the products you had sold us. Your words of simply saying the extra expenses were the cost of doing business is not reasonable.

Your experiences with these types of issues with many of your vendors is YOUR problem. We purchased products from you and the contractual relationship is between your company and my

company. You as our vendor need to be responsible with what you agreed to sell, and should also be responsible for the discrepancies.

Your solution of adjusted value of \$14 per unit is unacceptable by us. We agreed to buy Grade-A LCD monitors and you agreed to sell Grade-A monitors, but almost none of them were Grade A. There were damaged and non-working LCD monitors as well and they do not worth anything close to \$14 per unit. We had to sell the LCD monitors to our customer at a much lower prices \$10 for 17"+ and \$6 for 15" monitors including shipping based on the physical condition of your LCD monitors.

My suggestion is for you to pay us an additional \$4,000 back to resolve all the problems. We'll be losing couple thousand dollars still, but it will minimize our losses.

Let me know if you agree with it.

Kevin

**Birkin Corporation**

Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108  
Fax: 626-539-2889  
Mobile: 626-277-8829  
Email: [kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)

---

**From:** Bruce Manssuer [mailto:[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com)]

**Sent:** Friday, February 07, 2014 5:52 AM

**To:** 'Kevin Lin'

**Subject:** RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops

Good morning Kevin. We have made every attempt to resolve this unfortunate chain of events with this transaction. I have discussed this issue with my LCD Technician and he is adamant that he did NOT put in any scrap like monitors in that load. We don't ship scrap LCD monitors. We tear them down and recycle them according to our guidelines. You are placing a subjective value on these LCD Monitors. I say they are worth \$16 and you're coming back with \$10, and \$6. The issue of them not matching the spreadsheet is an internal issue on our end that I have discussed with my technicians. That aside, we do not agree with your value on these monitors. At the very minimum we would accept an adjusted value of \$14.

We also do not feel responsible for absorbing any labor costs or travel costs incurred on your end or your customers end. Our deal needs to remain solely on the product. I apologize for the inconvenience this has caused you and your customer/s. We have experienced these types of issues with many vendors providing product to us that we have purchased. Unfortunately, we have had to absorb thousands of dollars or costs and losses with deals that have been less than perfect or ideal. That's the cost of doing business.

Yet still, I'm willing to work out something with you and potentially split the shipping costs  $\$3376/2 = \$1688$ . That is my proposal to be done with this deal and put closure to this unfortunate transaction.

Bruce A.  
Manssuer  
President of  
Operations  
Diversified  
Asset Recovery  
2700  
Hazelhurst Ave.  
Orlando, FL  
32804  
[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com) Office:  
407-637-5339  
Toll Free: 1-800-936-1477  
Cell Phone:  
239-896-0908  
Fax: 407-704-4949  
Skype: bruce.manssuer  
25,000 Sq.Ft. Facility

R2 Certified (Responsible Recycler) and ISO 14001:2008 Certified

**EPA ID # is FLR000182485**  
**USFDOT # 2124981**



*REcover, REfurbish, REuse, REcycle*

**Currently in the Process of obtaining our e-Steward Certification. Stage 1 in Progress.**



**If your actions inspire others to dream more, learn more, do more and become more, you are a leader.**

-John Quincy Adams

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---

**From:** Kevin Lin [mailto:kevin.lin@birkincorp.com]

We've given you a few more days to respond to our email, and you have once again failed to response.

Please let us know when you're going to refund us the balance on the LCD monitors.

Kevin



Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108  
Fax: 626-539-2889  
Mobile: 626-277-8829

Email: kevin.lin@birkincorp.com

---

From: Kevin Lin [mailto:kevin.lin@birkincorp.com]  
**Sent: Wednesday, January 29, 2014 10:21 AM**  
**To: 'Bruce Manssuer'**

Cc: admin@birkincorp.com; winnie.wang@birkincorp.com; jquinn@darllc.com  
**Subject: RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops**

Bruce,

Would you respond to my email?

*Birkin Corporation*

Kevin Lin

Birkin Corporation

Tel: 626-539-2588 ext.108

Fax: 626-539-2889

Mobile: 626-277-8829

Email: [kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)

From: Kevin Lin [<mailto:kevin.lin@birkincorp.com>]

**Sent: Tuesday, January 28, 2014 5:09 AM**

**To: 'Bruce Manssuer'**

**Cc: 'admin@birkincorp.com'; 'winnie.wang@birkincorp.com';**

**'jquinn@darllc.com' Subject: RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops Importance: High**

Bruce,

The following is a summary of the transactions:

Diversified Asset Recovery Invoice # 1002, Dated 09/19/2013

289 PCS of Grade A Fujitsu Core 2 Duo Laptops @ \$37 each = \$10,693 **(None of them were shipped).**

As of today, you have refunded us the following:

697 PCS of LCD Monitors, Grade A, Mixed Size @ \$16 each = \$11,152 **(None of them were Grade A, the actual monitors received did not match with the inventory list/manifest that you have sent us, where we had agreed to purchase. There were untested and broken/scrap LCD monitors in the gayloards as well).**

You should be refunding us the full amount of \$11,152.00 and we will paying you for what your products actually worth:

There were physically non-cracked LCD monitors as:

15" LCD monitors 114 PCS

17" LCD monitors 440 PCS

18" LCD monitors 6 PCS

19" LCD monitors 87 PCS



We'll pay you \$6 for the 15" LCD monitors and \$10 for the 17" plus LCD monitors as "landed price in Hong Kong".

15" LCD monitors 114 PCS x \$6 = \$684

17" LCD monitors 440 PCS x \$10 = \$4,400

18" LCD monitors 6 PCS x \$10 = \$60

19" LCD monitors 87 PCS x \$10 = \$870

Total amount that we should be paying you based on the physical products is \$6,014

Since the price indicated above is "landed price in Hong Kong", you will also need to reimburse us for the freight costs of Hong Kong \$26,174.65 that is equivalent of \$3,376.

We could have paid for the shipping costs provided that

1. if the laptops were shipped/included in the container to amortize/share the expensive freight costs 2. if the quantity, size, and grading of the LCD monitors were according to what you have sold us.

Due to your fault, you have cost us a huge loss in terms of

freight costs to ship scrap alike products

travel expenses for me to fly to Hong Kong to examine the physical products you shipped and verified that the products were not as described

added labor costs for my customer to test and sort the monitors

storage costs to store the monitors when you were lack of communication/response to take back the monitors or handle the monitors since November 20th, 2013. That's two month worth of time!

As a result, we're demanding the following refund as adequate and fair:

You should refund us \$11,152 minus the balance of refund from

1/20/2014 \$3,807 (\$4,500 - \$693) minus the value of the

physical monitors \$6,014 (based on the calculation above) plus

freight costs of \$3,376

**Total of \$4,707**

You should be making AT LEAST an additional \$4,707 refund to us to resolve the matters.

Let me know if you agree with my calculation and your re-payment plan.

Kevin

*Birkin Corporation*

Kevin Lin

Birkin Corporation

Tel: 626-539-2588 ext.108

Fax: 626-539-2889

Mobile: 626-277-8829

Email: kevin.lin@birkincorp.com

---

From: Bruce Manssuer [mailto:[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com)]

**Sent: Monday, January 20, 2014 11:12 AM**

**To: 'Kevin Lin'**

**Subject: RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops**

**Good afternoon Kevin. As discussed, I am sending you a Pay Pal payment for \$4500 towards the existing balance. In order to effectively determine remaining balance owed, we need to come to an agreement on the value of the material you have received. According to your breakdown of the findings of the material, there is value in a percentage of the goods. Please send me what you think is fair market value for the material you have received and I will cross reference that with my estimated value. This is a fair and equitable way to determine the final balance. Thank you**

**Bruce A.  
Manssuer  
President of  
Operations  
Diversified Asset  
Recovery 2700  
Hazelhurst Ave.  
Orlando, FL  
32804  
[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com) Office:  
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Toll Free: 1-800-936-1477  
Cell Phone: 239-  
896-0908  
Fax: 407-704-4949  
Skype: [bruce.manssuer](https://www.skype.com/people/bruce.manssuer) 25,000 Sq.Ft. Facility**

R2 Certified (Responsible Recycler) and ISO 14001:2008 Certified

**EPA ID # is FLR000182485**

**USFDOT # 2124981**



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-John Quincy Adams

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From: Kevin Lin [mailto:[kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)]

Sent: Thursday, January 16, 2014 5:26 AM

To: 'Bruce Manssuer'

Cc: [admin@birkincorp.com](mailto:admin@birkincorp.com); [winnie.wang@birkincorp.com](mailto:winnie.wang@birkincorp.com);

[jquinn@darllc.com](mailto:jquinn@darllc.com) Subject: RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops

Bruce and James,

Why are you avoiding us? You're not responding to our phone calls, voice messages, and emails.

When are you going to pay us the balance on laptops?

When are you going to pay us the difference in Grading and wrong size of the LCD monitors??

Can you respond?



Kevin Lin  
Birkin Corporation

Tel: 626-539-2588 ext.108

Fax: 626-539-2889

Mobile: 626-277-8829

Email: [kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)

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From: Kevin Lin [<mailto:kevin.lin@birkincorp.com>]

**Sent: Monday, January 06, 2014 9:54 AM**

**To: 'Bruce Manssuer'**

**Cc: 'admin@birkincorp.com'; 'winnie.wang@birkincorp.com'; 'jquinn@darllc.com' Subject: RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops**

Bruce,

When are you going to make payment on the balance of laptops that were never shipped? So far we've only received 2 payments of \$5,000 each (a total of \$10,000).

For the monitors, I've sent you a detailed list in terms of how much you would have to refund to us due to wrong size, brand, conditions (grading and crack screen).

Please advise.

Kevin



Kevin Lin

Birkin Corporation

Tel: 626-539-2588 ext.108

Fax: 626-539-2889

Mobile: 626-277-8829

Email: [kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)

From: Bruce Manssuer [<mailto:bmanssuer@darllc.com>]

**Sent: Thursday, December 12, 2013 10:44 AM**

**To: 'Kevin Lin'**

Cc: [admin@birkincorp.com](mailto:admin@birkincorp.com); [winnie.wang@birkincorp.com](mailto:winnie.wang@birkincorp.com); [jquinn@darllc.com](mailto:jquinn@darllc.com)

**Subject: RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops**

**\$5000 payment was just made via PayPal.**

---

**Bruce A.  
Manssuer  
President of  
Operations  
Diversified Asset  
Recovery 2700  
Hazelhurst Ave.  
Orlando, FL  
32804  
[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com) Office:  
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896-0908  
Fax: 407-704-4949 Skype: bruce.manssuer 25,000 Sq.Ft. Facility**

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From: Kevin Lin [mailto:kevin.lin@birkincorp.com]

Sent: Monday, December 09, 2013 2:13 PM

To: 'Bruce Manssuer'

Cc: [admin@birkincorp.com](mailto:admin@birkincorp.com); [winnie.wang@birkincorp.com](mailto:winnie.wang@birkincorp.com); [jquinn@darllc.com](mailto:jquinn@darllc.com) Subject: RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops

Bruce,

No payment was received last Friday. Please make the payment transfer today.

What are you going to do with the monitors? Let us know quickly as the pallets are taking up lots of spaces in the warehouse.

*Birkin Corporation*

Kevin Lin

Birkin Corporation

Tel: 626-539-2588 ext.108

Fax: 626-539-2889

Mobile: 626-277-8829

Email: kevin.lin@birkincorp.com

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From: Bruce Manssuer [mailto:bmanssuer@darllc.com]

Sent: Thursday, December 05, 2013 11:29 AM

To: 'Kevin Lin'

Subject: RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops

**Good afternoon Kevin. I plan on making a payment tomorrow towards the balance owed for the laptops. I need to determine what is a fair compensation for the LCD's that were not received as specified. I will resolve this issue in a timely manner. Thank you for your patience.**

**Bruce A.  
Manssuer**

**President of  
Operations  
Diversified Asset  
Recovery 2700  
Hazelhurst Ave.  
Orlando, FL  
32804  
[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com) Office:  
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From: Kevin Lin [mailto:kevin.lin@birkincorp.com]

**Sent: Thursday, December 05,**

**2013 1:17 PM To: Bruce**

**Manssuer**

**Cc: [admin@birkincorp.com](mailto:admin@birkincorp.com); 'Winnie Wang';**

**[jquinn@darllc.com.readnitofy.com](mailto:jquinn@darllc.com.readnitofy.com) Subject: RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops**

Bruce,

What are you going to do with the LCD monitors?

When are you going to make the remaining balance of the laptops that were never shipped?



Kevin Lin

Birkin Corporation

Tel: 626-539-2588 ext.108

Fax: 626-539-2889

Mobile: 626-277-8829

Email: kevin.lin@birkincorp.com

---

From: Kevin Lin [mailto:kevin.lin@birkincorp.com]

**Sent: Wednesday, December 04, 2013 10:51 AM**

**To: Bruce Manssuer**

**Cc: 'admin@birkincorp.com'; 'Winnie Wang';**

**'jquinn@darllc.com.readnitofy.com' Subject: RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops Importance: High**

Bruce,

The first payment of \$5,000 was received. Please provide us a schedule in terms of payment for the balance. Preferably the balance will be paid off before end of this week.



I had no intention of threat of legal council's action. I was just indicating the steps and procedures that we will take if we do not have your positive response. You or other parties from your company could not be reached over the phone, and voice messages were hardly returned as well. We took your words that you were going to refund us the 1<sup>st</sup> installment on November 22<sup>nd</sup> 2013, and nothing had happen nor have we heard anything from you a few days after. We had to give you a "friendly" reminder before our company proceed with legal action. It was actually a good gesture instead of a bad one.

Regarding with the LCD monitors that you have sold us but did not match with the quality (Grade-A) and the itemized list/manifest, we need to move forward quickly as the pallets are taking up spaces in my customer's warehouse. As mentioned to you previously, the LCD monitors were in unacceptable condition, and my customer refuse to do any more work or sorting through the pallets. I had to fly to Hong Kong to verify the condition myself and inspect the products, and these LCD's were not Grade-A at all. Many photos were forwarded to you last week, and we need to come up with a solution without dragging on any further.

I am attaching some more photos/highlights of this LCD shipment to show you the condition of products you have sent us.

Here are a few options for you:

We're requesting full refund of those LCD's plus reimbursement of the freight costs. You can ship the products back at your own cost or sell to other buyers in Asia.

You can offer us a new price on all the LCD monitors, and refund us the differences.

Give us your opinion

Please respond to us quick.

Thank you.



Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108  
Fax: 626-539-2889  
Mobile: 626-277-8829

Email: [kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)

---

From: Bruce Manssuer [<mailto:bmanssuer@darllc.com>]

**Sent: Wednesday, November 27, 2013 5:34 AM**

**To: 'Kevin Lin'**

Cc: admin@birkinco.com; 'Winnie Wang'; jquinn@darllc.com

**Subject: RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops**

**Good morning Kevin. The first payment of \$5000 was sent to you this morning. There are a few things that need to be addressed. First, the threats of legal counsel action will not make this process move along any faster. We're doing the best we can to evaluate the situation and determine what the best remedy is for both parties. The Fujitsu laptops that were not included in the shipment will be compensated in full as I have continuously agreed to. Second, the issue with the LCD's is a bit more complicated. We need to determine a value on these LCD's before a final reimbursement figure can be agreed to. Whether your customer wants them or not, there is a value for the Grade A monitors that were included on the load. In reference to the damaged screen LCD's, my warehouse crew has no recollection of putting any of these type LCD's on your container. As I'm sure there was a mistake was made on our end, I want you to know that it was not intentional. We do not conduct business like this and I apologize for that error.**

**Please send me confirmation of payment received via PayPal. I will plan on making these payments on a weekly basis until the reimbursement is paid in full. I appreciate your patience.**

**Bruce A.  
Manssuer  
President of  
Operations  
Diversified Asset  
Recovery 2700  
Hazelhurst Ave.  
Orlando, FL  
32804**

**[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com)**

**[c.com](http://www.darllc.com) Office:**

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**Toll Free: 1-800-936-1477**

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**896-0908**

**Fax: 407-704-4949 Skype: bruce.manssuer 25,000 Sq.Ft. Facility**

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**-John Quincy Adams**

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**From:** Kevin Lin [<mailto:kevin.lin@birkincorp.com>]

**Sent:** Wednesday, November 27, 2013 7:28 AM

**To:** bmanssuer@darllc.com; jquinn@darllc.com **Cc:** admin@birkincorp.com; 'Winnie Wang';  
surplussales@darlls.com

**Subject:** RE: Problem to be addressed -- FW: PO for LCD Monitors and Laptops  
**Importance:** High

Bruce and James,

Why are you not responding to the problems with the products that you sold to us? Bruce said that he would be transferring funds to our account via Paypal but nothing was transferred?

If you're not going to perform any of your words before end of this week, we'll be forwarding this issue to our legal counsel to take start taking legal actions.

*Birkin Corporation*

Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108  
Fax: 626-539-2889  
Mobile: 626-277-8829

Email: kevin.lin@birkincorp.com

---

From: Kevin Lin [mailto:kevin.lin@birkincorp.com]  
**Sent: Monday, November 25, 2013 2:05 AM**  
**To: 'bmanssuer@darllc.com.readnotify.com';**  
**'jquinn@darllc.com.readnotify.com'**  
**Cc: 'admin@birkincorp.com'; 'Winnie Wang'**  
**Subject: Problem to be addressed -- FW: PO for LCD Monitors and**  
**Laptops Importance: High**

Bruce,

You said that you were going to send us the first refund payment via Paypal last Friday due to the fact that your bank account is not setup for wire transfer. Why wasn't the funds being sent?

Regarding with the LCD monitors, the entire load is unacceptable. I actually flew into Hong Kong today to perform the inspection myself, the following are the problems:

The entire load of LCD monitors were significantly different than the LCD monitor list you sent to us and the PO that I've sent you as a confirmation. Both documents are attached.

The so called Grade A monitors were NOT Grade A at all. There were scratches and scuffs on the screen and bezel.

There were pallets of monitors with the label saying Non tested white LCD monitors or Non Working LCD Monitors / Damaged Screen. The contents of these pallets were actually BAD (non working and damaged screen)!

There were NO 15" monitors on the LCD monitors list you sent to us or on our PO, but there were MANY 15" monitors in the gaylords!

The two pallets of boxed LCD monitors says Dell E170S on the box, but these were actually AOC monitors in there.

The situation is not as good as I've expected after my physical inspection. My customer had completely rejected the lot and have refused your proposed solution of offering \$6 for the non-Grade A monitors. This load of LCD monitors is way off than what we had intended to purchase.

We're now officially demanding the following:

Full refund of the Fujitsu laptops we have paid for, where you have never fulfilled/shipped.

---

Full refund of the LCD monitors we have paid for, where the contents of these LCD monitors gaylords did not match with the list you sent to us.

Reimbursement / payment to us for the ocean container freight that was paid for incorrect products that you shipped to us.

You to ship the pallets of mis-match LCD monitors back to your U.S. warehouse or other places as you decide.

We'll need official response from you as well. Please respond.

Kevin

*Birkin Corporation*

Kevin Lin

Birkin Corporation

Tel: 626-539-2588 ext.108

Fax: 626-539-2889

Mobile: 626-277-8829

Email: [kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)

---

From: Kevin Lin [<mailto:kevin.lin@birkincorp.com>]

**Sent: Friday, November 22,**

**2013 8:53 AM To: 'Bruce**

**Manssuer';**

**'jquinn@darllc.com'**

**Cc: 'Winnie Wang'; 'admin@birkincorp.com'**

**Subject: RE: PO for LCD Monitors and Laptops**

Bruce,

Per our conversation over the phone, you will be making two payments to our company on the Fujitsu laptops that you failed to deliver. You had requested to send the payments via Paypal, and you claimed that no fees will be charged to our account for receiving payments from you. In case there is any fees charged by Paypal for such transactions, you would have to be responsible for the fees.

The Paypal email address is [admin@birkincorp.com](mailto:admin@birkincorp.com)

You will be making the first payment (refund) for the Fujitsu laptops today in the amount of \$5,000.00;



The second payment (refund) as the balance for the Fujitsu laptops in the amount of \$5,693.00 will be made next week. You will advise which day of next week the payment will be made.

As to the LCD monitors that you shipped to us, I will be providing you with an inspection report in terms of the quantity of Grade A, Non-Grade A, and Cracked Screen Monitors. You would have to refund us \$10 per unit on the Non-Grade A units, and \$16 per unit on the Cracked Screen Monitors.

As to the ocean freight costs that we've paid to ship the wrong products / shortage of products due to the fault of your company, you would have to be responsible to share the freight costs. I will be providing you with the amount along with the LCD monitor inspection report next Tuesday (November 26, 2013).

The refund payment schedule on the LCD monitors and freight costs will be provided next week as well.

Kevin

*Birkin Corporation*

Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108

---

Fax: 626-539-2889  
Mobile: 626-277-8829

Email: [kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)

---

From: Kevin Lin [mailto:[kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)]  
**Sent: Thursday, November 21, 2013 2:20 PM**  
**To: 'Bruce Manssuer'; 'jquinn@darllc.com'**  
**Cc: 'Winnie Wang'; 'admin@birkincorp.com'**  
**Subject: RE: PO for LCD Monitors and Laptops**

Bruce,

Due to problem caused by your company, we've took a huge loss on this order and also damaged our business reputation with the customer.

The products were shipped to Asia, paid ocean shipping cost around \$3,600, and the container was rejected by the customer due to the contents did not match with what you sold us. You should reimburse us entirely or partially on the shipping cost.

We had to refund the customer right away since we sold the container and had been rejected. \$10,693 on Laptops + \$11,152 on LCD monitors + our profit margins were refunded to the customer.

The Fujitsu laptops that were not shipped in the amount of \$10,693 should be refunded and wire back to us **immediately**.

The LCD's that you shipped were mostly not as the Grade-A units that you sold to us, and there were cracked screen / broken screen LCD monitors in many of the gaylords as well.

I'm attaching photos of the products we've received, and you can see that there were "UN-TESTED LCD's" shipped in improper packaging. The LCD's were randomly throw into the gaylord boxes, and damage to the LCD's can be easily found. Since your company is a R2 certified company, how can you ship products to us in such a condition?

We will instruct our workers to conduct a physical check of the LCD monitors tomorrow morning, and will give you a quantity of Grade A units, Non-Grade A units, and crack screen units. You would have to refund us \$10 per unit on the Non-Grade A units, and \$16 on the crack screen units. The refund on the LCD monitors should be wire back to us shortly after an inspection report is provided to you.

Let me know if you can agree to the above so we could avoid elevation of the problem to our legal counsel to take legal action against your company, and filing complaints to R2 Solutions/e-Stewards/EPA and other organizations that you have license with.

*Birkin Corporation*

Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108  
Fax: 626-539-2889  
Mobile: 626-277-8829

Email: kevin.lin@birkincorp.com

---

**From:** Bruce Manssuer  
**[mailto:bmanssuer@darllc.com]** **Sent:**  
**Thursday, November 21, 2013 11:18**  
**AM To:** 'Kevin Lin'; **jquinn@darllc.com**

**Cc:** 'Winnie Wang'; admin@birkincorp.com  
**Subject:** RE: PO for LCD Monitors and Laptops

**Kevin. We're going to work this out. We need to work out a payment plan to get this balance owed paid off. I have the balance owed as \$10,693. Plus the offset of the LCD's not being Grade A. I need the final breakdown of the number of LCD's that were recieved that were not Grade A. I will offer \$6 per unit that were not Grade A.**

**I'm offering 3 weekly payments beginning tomorrow. First payment of \$4000 wired to you tomorrow. It is our intent to make this right. I**

apologize for all of the errors made in this deal. Our warehouse staff has been addressed about these errors.

Bruce A.  
Manssuer  
President of  
Operations  
Diversified Asset  
Recovery 2700  
Hazelhurst Ave.  
Orlando, FL  
32804

[bmanssuer@darll](mailto:bmanssuer@darll.com)

[c.com](http://c.com) Office:

407-637-5339

Toll Free: 1-800-936-1477

Cell Phone: 239-

896-0908

Fax: 407-704-4949 Skype: bruce.manssuer 25,000 Sq.Ft. Facility

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EPA ID # is FLR000182485

USFDOT # 2124981



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---

**From:** Kevin Lin [<mailto:kevin.lin@birkincorp.com>]

**Sent:** Thursday, November 21, 2013 1:59 PM

**To:** jquinn@darllc.com; 'Bruce Manssuer'; surplussales@darllc.com

**Cc:** 'Winnie Wang';  
[admin@birkincorp.com](mailto:admin@birkincorp.com) **Subject:**  
**RE: PO for LCD Monitors and**  
**Laptops**

James,

Do you want to resolve the problems with the order that Bruce sold to us? You guys can't just hide and not answering phones.



Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108  
Fax: 626-539-2889  
Mobile: 626-277-8829

Email: [kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)

---

**From:** Kevin Lin [<mailto:kevin.lin@birkincorp.com>]

**Sent:** Thursday, November 21, 2013 7:10 AM

**To:** 'Bruce Manssuer'; 'surplussales@darllc.com'

**Cc:** 'Winnie Wang'; 'admin@birkincorp.com'

**Subject:** RE: PO for LCD Monitors and Laptops

Bruce,

Could you respond to my email below? When can you pick-up the phone to talk and resolve the problems?

Your company phone doesn't have any one answering the phone as well. Are you running a legitimate business here?

Please respond!



Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108  
Fax: 626-539-2889  
Mobile: 626-277-8829

Email: kevin.lin@birkincorp.com

---

From: Kevin Lin [mailto:kevin.lin@birkincorp.com]  
**Sent: Wednesday, November 20, 2013 8:18 AM**  
**To: 'Bruce Manssuer'**

Cc: 'Winnie Wang'; admin@birkincorp.com  
**Subject: RE: PO for LCD Monitors and Laptops**

Bruce,

Why won't you ever answer your phone?

We would like a refund of the 289 Fujitsu laptops. We were expecting those laptops and wanted to allocated the \$4,000 shipping cost on those laptops. When the laptops were found to be missing, it broke the deal we had with our customer. As to the LCD monitors, we basically do not want to touch them since they were not as how you have packaged them in the photos you provided to us. You even sent us UNTESTED LCD's as they were labeled outside the gaylord boxes. Your company supposed to be a certified R2 company, how and why are you practicing business in this manner?

Please advice when is a good time for us to call you and discuss a resolution.

Thank you.

Kevin

*Birkin Corporation*

Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108



**Fax: 626-539-2889**  
**Mobile: 626-277-8829**

Email: [kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)

---

From: Bruce Manssuer [<mailto:bmanssuer@darllc.com>]  
**Sent: Wednesday, November 20, 2013 7:57 AM**  
**To: 'Kevin Lin'**  
**Cc: 'Winnie Wang'**  
**Subject: RE: PO for LCD Monitors and Laptops**

**Good morning Kevin. I'm so sorry for the unfortunate findings of the container contents. In reference to the Fujitsu laptops, I'm very confused as to why those were not loaded. The cracked or damaged LCD's is unacceptable. This is what I am prepared to do to make this right. See below for my offer:**

**I will provide 289 laptops of equal to or greater value than the Fujitsu Laptops. I will send over the spreadsheet of available inventory for review.**

**Provide the specifics on the LCD's that were not Grade A and I will provide additional Grade A LCD's, DELL as replacements. I have a stock of them right now.**

**My intent is to make this right for you. I will do whatever is needed to make this business correct.**

**Bruce A.  
Manssuer  
President of  
Operations  
Diversified Asset  
Recovery 2700  
Hazelhurst Ave.  
Orlando, FL  
32804  
[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com)  
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Toll Free: 1-800-936-1477**

**Cell Phone: 239-  
896-0908**  
**Fax: 407-704-4949**  
**Skype: bruce.manssuer**  
**25,000 Sq.Ft. Facility**

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**EPA ID # is FLR000182485**  
**USFDOT # 2124981**



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**-John Quincy Adams**

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---

**From: Kevin Lin [<mailto:kevin.lin@birkincorp.com>]**  
**Sent: Wednesday, November 20, 2013 4:59 AM**

**To: 'Bruce Manssuer'; [surplussales@darllc.com](mailto:surplussales@darllc.com)**

Cc: 'Winnie Wang'  
Subject: RE: PO for LCD Monitors and Laptops  
Importance: High

Bruce and Joey,

We've just received the container of products that we ordered from you, and the products DID NOT match what you have sold us. The container was loaded by Joey from your company via ocean container with SEAL, and the 289 PCS of Fujitsu Laptops were not in the container! The Grade A LCD monitors were not all Grade A or look like the photos you have sent us. There were piles of LCD monitors stacked in the gaylord boxes randomly and unorderedly. We've even noticed broken screen LCD monitors as well.

We're demanding a refund for all the laptops that were never shipped, plus reduction of price paid for the Grade A LCD monitors we've purchased, plus reimbursement on ocean freights that we have paid for shipping container without the right products in the container.

We've attempted to contact you via email and cell phone, but you never return our calls. We've also left you voice messages. Your phone is on and have acknowledged our missed calls, but you do not respond to it.

Why and how can you do business in this manner? Please get back to us immediately or we will be taking legal action against your company.

Kevin



Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108  
Fax: 626-539-2889  
Mobile: 626-277-8829

Email: [kevin.lin@birkincorp.com](mailto:kevin.lin@birkincorp.com)

---

From: Bruce Manssuer [mailto:[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com)]  
Sent: Thursday, September 26, 2013 12:52 PM  
To: 'Kevin Lin'  
Cc: 'Winnie Wang'  
Subject: RE: PO for LCD Monitors and Laptops

**Good afternoon Kevin. I've been traveling today so apologize for the delay. Joey can be reached at the office number below in my email signature. The second lot of laptops has been sold but I may be able to work with you on the desktops.**

**Bruce A.  
Manssuer  
President of  
Operations  
Diversified Asset  
Recovery 2700  
Hazelhurst Ave.  
Orlando, FL  
32804**

**[bmanssuer@darll](mailto:bmanssuer@darll.com)**

**c.com Office:**

**407-637-5339**

**Toll Free: 1-800-936-1477**

**Cell Phone: 239-**

**896-0908**

**Fax: 407-704-4949 Skype: bruce.manssuer 25,000 Sq.Ft. Facility**

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**USFDOT # 2124981**



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**-John Quincy Adams**

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From: Kevin Lin [mailto:kevin.lin@birkincorp.com]

**Sent: Thursday, September 26, 2013 2:31 PM**  
**To: 'Bruce Manssuer'**  
**Cc: 'Winnie Wang'**  
**Subject: RE: PO for LCD Monitors and Laptops**

Dear Bruce,

Good afternoon. Winnie and I have tried contacting you via your cell and office number but was unable to connect with you. Could you please provide Joey's contact phone number?

In addition, are you willing to close the remaining laptops and monitors that we had discussed about without the desktops?

Please advice.

Thank you.

Best regards,

Kevin

*Birkin Corporation*

Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108  
Fax: 626-539-2889  
Mobile: 626-277-8829

Email: kevin.lin@birkincorp.com

---

From: Bruce Manssuer [mailto:bmanssuer@darllc.com]  
**Sent: Wednesday, September 25, 2013 1:31 PM**  
**To: 'Kevin Lin'**  
**Subject: RE: PO for LCD Monitors and Laptops**



**Good afternoon Kevin. Sorry for the delay. I've been busy tending to some other business away from the office. The point of contact for the shipping is Joey Chobot. I will discuss the shipment protocol with him tomorrow morning. I will send the weights and dims in the morning. Thanks for being patient.**

**Bruce A.  
Manssuer  
President of  
Operations  
Diversified Asset  
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32804  
[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com) Office:  
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ASSET  
RECOVERY, LLC**



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From: Kevin Lin [mailto:kevin.lin@birkinincorp.com]

**Sent: Tuesday, September 24, 2013 1:12 PM**

**To: 'Bruce Manssuer'**

**Cc: 'Winnie Wang'**

**Subject: RE: PO for LCD Monitors and Laptops**

Dear Bruce,

Good morning. Could you please provide me with the current weights and dims for the laptops and monitors?

Who should be the point of contact for shipping so my forwarder could contact and schedule for pick-up?

Please advice.

Thank you.

Best regards,

Kevin

*Birkin Corporation*

Kevin Lin

Birkin Corporation

Tel: 626-539-2588 ext.108

Fax: 626-539-2889

Mobile: 626-277-8829

Email: kevin.lin@birkincorp.com

---

From: Kevin Lin [mailto:kevin.lin@birkincorp.com]  
**Sent: Monday, September 23, 2013 1:31 PM**  
**To: 'Bruce Manssuer'**  
**Cc: 'Winnie Wang'**  
**Subject: RE: PO for LCD Monitors and Laptops**

Dear Bruce,

The wire transfer was sent. Please provide the current weights and dims for the laptops and monitors.

Who should be the point of contact for shipping?

Please advice.

Thank you.

Best regards,

Kevin

*Birkin Corporation*

Kevin Lin  
Birkin Corporation  
Tel: 626-539-2588 ext.108  
Fax: 626-539-2889  
Mobile: 626-277-8829

Email: kevin.lin@birkincorp.com

---

From: Bruce Manssuer [mailto:bmanssuer@darllc.com]  
**Sent: Monday, September 23, 2013 6:25 AM**  
**To: 'Kevin Lin'**  
**Subject: RE: PO for LCD Monitors and Laptops**

**OK. Please go ahead and make the wire for the initial order and I will set that aside until we finalize the new material. Thank you**

**Bruce A.  
Manssuer**

President of  
Operations  
Diversified Asset  
Recovery 2700  
Hazelhurst Ave.  
Orlando, FL  
32804  
[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com)  
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---

From: Kevin Lin [mailto:kevin.lin@birkinco.com]

**Sent: Monday, September 23,  
2013 9:09 AM To: Bruce  
Manssuer**

Cc: winnie.wang@birkinco.com

**Subject: Re: PO for LCD Monitors and Laptops**

Dear Bruce,

Good morning. I will be sending you offers on the laptops in the next one to two hours.  
For the desktops I might need another day.

Thank you.

Best regards,

Kevin

On Sep 23, 2013, at 8:46 PM, "Bruce Manssuer" <[bmanssuer@darllc.com](mailto:bmanssuer@darllc.com)> wrote:

**Good morning Kevin. Please send confirmation of the wire you're sending first thing this morning. Also, please advise on the new product I have available. I have other buyers asking and I want to give you first shot in an effort to complete a 40' container. With the original load and this new load of LCD's and computers, we will be at a full 40' HQ container. I would like to get this complete deal done with you. Let's find a way to get it all done today. Thank you**

**Send me your best offer on the desktops and laptops and I will for sure find a way to make the deal.**

**Bruce A.  
Manssuer  
President of  
Operations**



**Diversified Asset  
Recovery 2700  
Hazelhurst Ave.  
Orlando, FL  
32804**

**[bmanssuer@darll](mailto:bmanssuer@darll.com)**

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**Cell Phone: 239-896-0908**

**Fax: 407-704-4949 Skype: bruce.manssuer 25,000 Sq.Ft. Facility**

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FLR000182485

Products	Date	Amount Refunded	Balance of Outstanding Amount	Refund Method
			\$ 10,693.00	
Fujitsu Laptops	12/6/2013	\$ 5,000.00	\$ 5,693.00	via Paypal
Fujitsu Laptops	12/23/2013	\$ 5,000.00	\$ 693.00	via Paypal
Fujitsu Laptops	1/20/2014	\$ 693.00	\$ 0	via Paypal

Attachment 19. Changed website listing of printer following initial complains regarding testing for functionality. "TESTED FOR FULL FUNCTIONALITY".

**ebay** Shop by category Search... All Categories

Back to home page | Listed in category: Computers/Tablets & Networking > Printers, Scanners & Supplies > Printers

**Epson Stylus Pro 4800 Digital Photo Inkjet Printer Plotter**  
TESTED FOR FULL FUNCTIONALITY.

Item condition: **Used**  
"Used. Selling for local pickup only."  
Time left: 5d 01h Wednesday, 12:52PM

Starting bid: **US \$149.99** [ 0 bids ]  
Enter US \$149.99 or more **Place bid**

Additional coverage available  
Add to watch list  
Add to collection

Free local pickup Located in United States

Shipping: Free Local Pickup | See details  
Item location: Norcross, Georgia, United States  
Ships to: Local pick-up only

Delivery: Varies

Payments: **PayPal** **VISA** **MasterCard** **Discover**  
Credit Cards processed by PayPal

**Seller info:**  
**greenworldtel**  
99.2% Positive  
Follow this  
See other item