



Marc Jellinek &lt;marc.jellinek@gmail.com&gt;

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**Re: Magical Memories Entertainment sent you an estimate (16404)**

1 message

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**Magical Memories Entertainment** <info@mme123.com>

Sat, Jul 8, 2023 at 8:55 PM

To: Marc Jellinek &lt;marc.jellinek@gmail.com&gt;

This is a huge misunderstanding. What can we do to make this work?

Sincerely,

**Ara Pineda**

*Operations Manager & Lead Event Specialist*

Magical Memories Entertainment

<http://www.MME123.com>

Call/Text: 914 548 2048

Weddings: <http://www.EntertainmentWithStyle.com>

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Please be advised that services are not confirmed until a final updated invoice is issued. Magical Memories Entertainment is not responsible and will not provide any services that are not listed on your final invoice.

On Sunday, July 9, 2023 at 08:53:01 AM GMT+8, Marc Jellinek <[marc.jellinek@gmail.com](mailto:marc.jellinek@gmail.com)> wrote:

Next, I contact every performer that has ever contracted with you.

Or is this just a big misunderstanding?

On Sat, Jul 8, 2023, 8:30 PM Magical Memories Entertainment <[info@mme123.com](mailto:info@mme123.com)> wrote:

While it may appear that we use boilerplate responses frequently, I assure you that each customer inquiry we receive is treated with utmost care and attention. We understand that every customer is unique, and we strive to provide personalized and tailored support to meet their specific needs.

The availability of a boilerplate response is primarily intended to ensure efficiency and consistency in our communication. It helps us address common questions and concerns promptly while maintaining accurate and helpful information for our customers. **However, please rest assured that our support team reviews and customizes these templates as per the specific requirements of each individual case.** We take pride in providing personalized solutions and not treating our customers as mere numbers.

We appreciate your observation, as it gives us an opportunity to reflect on our processes and continually improve our customer service. We understand the importance of genuine and authentic interactions, and we are committed to enhancing our communication methods to better serve our customers.

I sincerely hope that you will give us the opportunity to make amends.

Sincerely,

**Ara Pineda**

*Operations Manager & Lead Event Specialist*

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On Sunday, July 9, 2023 at 08:25:41 AM GMT+8, Marc Jellinek <[marc.jellinek@gmail.com](mailto:marc.jellinek@gmail.com)> wrote:

The fire show at double the price listed on [thebash.com](https://thebash.com)?

The fact you have this boilerplate available tells me you do this all the time.

Forwarded to BBB, Google reviews and [thebash.com](https://thebash.com)

If there is a correction required, contact them directly

On Sat, Jul 8, 2023, 8:22 PM Magical Memories Entertainment <[info@mme123.com](mailto:info@mme123.com)> wrote:

Hello, Marc.

First and foremost, I would like to express our gratitude for bringing your concerns to our attention. We take all feedback seriously and strive to provide the best possible service to our valued clients.

Upon reviewing your case, I want to assure you that our team is committed to delivering transparent and competitive pricing for our services. However, it seems that there might have been a misunderstanding or miscommunication, which led to the perception of different prices being quoted.

To clarify the situation, let me explain our pricing process. When a client requests a quote, our team carefully evaluates the specific requirements of the event, such as location, duration, type of entertainment, and any additional services requested. Based on these factors, we provide a comprehensive and personalized quote that reflects the unique needs of each client.

In some cases, after receiving the initial quote, clients may request modifications to the services or additional requirements that were not initially included. When such changes occur, we reevaluate the pricing to provide the most accurate and up-to-date estimate. These adjustments may lead to variations in the pricing, which can sometimes cause confusion.

**However, please be assured that it is never our intention to mislead or deceive our clients.** We strive to maintain transparent communication throughout the entire process and make every effort to ensure that any modifications in the pricing are clearly communicated and agreed upon by the client.

In light of your feedback, we have reviewed our internal processes and communication channels to identify any areas where improvements can be made. We will take your concerns into account and implement necessary measures to prevent similar misunderstandings in the future.

Again, I apologize but I sent the updated quote for both the clown and fire show. The clown show is at \$1100 for 2 clowns for 2 hours, each.

Thank you.

Sincerely,

**Ara Pineda**

*Operations Manager & Lead Event Specialist*

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On Sunday, July 9, 2023 at 08:17:13 AM GMT+8, Marc Jellinek <[marc.jellinek@gmail.com](mailto:marc.jellinek@gmail.com)> wrote:

Check out this review of Magical Memories Entertainment on Google Maps

<https://goo.gl/maps/RnRffjULm2u3QHxe6>

On Sat, Jul 8, 2023, 8:14 PM Magical Memories Entertainment <[info@mme123.com](mailto:info@mme123.com)> wrote:

My apologies. It was an honest mistake. I have sent you the updated quote, which is \$1100 for the 2 clowns for 2 hours.

Thank you!

Sincerely,

**Ara Pineda**

*Operations Manager & Lead Event Specialist*

Magical Memories Entertainment

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On Sunday, July 9, 2023 at 08:13:30 AM GMT+8, Marc Jellinek <[marc.jellinek@gmail.com](mailto:marc.jellinek@gmail.com)> wrote:

You quoted \$1600 for the clowns, not the \$1100 you just quoted.

Forwarding these emails to TheBash.com (where I got the original quote) and the better business bureau.

Unless this is a massive misunderstanding, I consider this bait and switch

On Sat, Jul 8, 2023, 8:10 PM Magical Memories Entertainment <[info@mme123.com](mailto:info@mme123.com)> wrote:

The basic clown show for 2 hours would be \$550, per clown. If you are to book 2 clowns for 2 hours each, that would be roughly \$1100, exclusive of the fire show.

Thank you!

Sincerely,

**Ara Pineda**

*Operations Manager & Lead Event Specialist*

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On Sunday, July 9, 2023 at 08:07:06 AM GMT+8, Marc Jellinek <[marc.jellinek@gmail.com](mailto:marc.jellinek@gmail.com)> wrote:

Happy to post this quote as feedback on every site you advertise on.

Original quote \$550. Proposal delivered \$2600+

On Sat, Jul 8, 2023, 7:26 PM Magical Memories Entertainment via FreshBooks <[mail@fb02.freshbooks.com](mailto:mail@fb02.freshbooks.com)> wrote:



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Magical Memories Entertainment sent you an estimate (16404)

Sincerely,  
Magical Memories Entertainment

[View Your Estimate](#)