

Dear Mr. Hearst:

This is the first time I have had to trouble you *regarding*
~~in regard to~~ misunderstanding between myself and the people fur-
nishing materials for your work. *This is in regard to the steel sash*
frames for the house. custom windows of houses A B & C.
asking to *on this work.*
You will remember ~~having~~ *me* get figures, which I later
~~submitted to you, on changing certain sash in each of the buildings~~
~~from wood to iron.~~ *enclosure* The first paper, marked A, is the one I sub-
mitted to you last August. You ~~told~~ *authorized* me to go ahead and order
~~the sash & frames, but~~ *not as listed, but that double sash*
~~them, but that you wanted the sash double, - made so they could be~~
operated together or singly, the outer sash to be interchangeable
screen or glass. *I* *you then* The time quoted by the manufacturer to complete
the work was between six and seven months. ~~// a good part of that time~~
~~has been used up in the passage of drawings, as at first the~~ *back of the* *The mfg's -*
~~claimed no such thing could be done. We finally arrived at an~~
the sash could not be made to do all the things required & the mfg's
~~entirely satisfactory solution, so far as the drawings were con-~~
were then corrected & sent back many times before an
~~cerned. I~~ *was finally arrived at, meeting all your conditions - The work had*
meanwhile been ~~proceeded with the work on my understanding that~~
~~the price would be approximately as quoted, except for the fact~~ *double sash*
& the four extra windows included, such as bath of A - 8 baths
~~that there was more sash than originally contemplated and I knew~~
lower suites //
~~the special sash would cost more than the fixed frame originally~~
~~quoted on.~~

usually
It was a surprise to me when the agent brought in his
contract for final signature, *(Enclosure B,)* ~~& I have not~~
~~been able to arrive at a satisfactory adjustment, and~~
~~under way for several months, except as regards details, and~~
~~as I understand, the sash for C is ready and that for A and B~~
I feel that ~~practically so. I told the agent I felt he was entirely wrong~~

in not informing me, so that I might in turn inform you, that the

"approximate price was being exceeded beyond reasonable amount,
^{there} ^{you if you desired,}
~~and~~ giving ~~an~~ opportunity to cancel the order.

I believe part of the difference in expense ^{charged} is due
to the fact that at the time the estimate was submitted no one
representing ^{the mfgs} ~~them~~ had been to San Simeon, ^{that} and when the ^{agent} ~~we~~ went to
take the measurements and saw the exposure he would have to ^{provide}
guard against, ^{we had the mfgs} ~~they not only went to~~ ^{go to considerably} more expense to make ~~them~~ the sash
^{water-tight} ~~but~~ ^{than figured on} A guarantee against damage as I told them they would be held
~~responsible for storm damage in case the sash were not absolutely~~ ^{as this is a condition of the original}
~~water tight in themselves and in the setting.~~ ^{Do you wish me}
^{do you wish me} ^{or that it is non-existent,}
// Under the circumstances to cancel the order and fight it out?
^{with them.} ^{the claim} ^{the sash for C is ready for shipment,}
~~that the balance sash for A & B~~ ^{ready so -} //

The wood sash have been tried out under the most
severe possible tests this winter and I can say there is no leakage
through the sash. ^{In} There was a couple of instances where water
was blown in under the frames, but these leaks were caught and cor-
rected ^{before} the decorations were set. All time has been made
to get so that ~~the~~ ^{the} ~~wood frames~~ ^{wood frames} ~~could~~ ^{could} be readily
substituted -

Regretting to bother you with this;
yours very truly -

2.6 x 6.6

April 4, 1921

Mr. William Randolph Hearst
137 Riverside Drive
New York, N.Y.

Dear Mr. Hearst:

This is the first time I have had to trouble you regarding misunderstandings between myself and the people furnishing materials for your work. This is in regard to the steel sash and frames for certain windows of Houses A, B, and C.

You will remember asking me to get figures on this work. The first enclosure marked A is the one I submitted to you last August. You authorized me to go ahead and order the sash and panes, not as listed, but made so that double sash could be operated together or singly, the outer sash to be interchangeably screen or glass. The time quoted to complete the work was between six and seven months.

The manufacturers claimed the sash could not be made to do all the things required and the details were corrected and sent back many times before an entirely satisfactory solution was finally arrived at, meeting all your conditions. The work had meantime been proceeded with on my understanding that the price would be approximately as quoted, except for the double sash and the few extra windows included, such as of lower suites, lobby of A and baths.

It was a surprise to me when the agent recently brought in his contract for final signature (Enclosure B). and I have not been able to arrive at a satisfactory adjustment. I believe the agent was entirely wrong in not informing me, so that I might in turn inform you, that the "approximate price" was being exceeded beyond a reasonable amount, thus giving you ~~and you possibly~~ an opportunity to cancel the order.

I believe part of the difference in expense charged is due to the fact that at the time the estimate was submitted no one representing the manufacturer had been to San Simeon, and that when the agent went to take the measurements and saw the weather exposure he would have to provide against, he had the manufacturers go to considerably more expense than figured on to make the sash water tight. A guarantee against storm damage is a con-

dition of the original proposition and the proposed contract.

Under the circumstances do you wish me to cancel the order or treat it as non-existent, and fight it out? The manufacturer claims the sash for C is ready for shipment, the sash for A and B nearly so.

The wood sash have been tried out under the most severe possible tests this winter and I can say there is no leakage through the sash. In a couple of instances water was blown in under the frames, but these leaks were caught and corrected before decorations were set. All trim has been made and set so that iron frames could be readily substituted.

Regretting to bother you with this,

Yours very truly,