



From: [PlanetOne Packaging](#)
Sent: Friday, February 10, 2023 11:34 AM
To: [APM-USA](#)
Subject: RE: Thank you for the effort... but I really would like a refund

Dorothy ~ I do not want to confuse the issue with a replacement, inferior product. Can you simply refund me the money ? \$22,700?
If you refund me the money, I might be interested in buying that capsule counter (at a great price)
I am trying to work with you ~ thoughts?

Karen Davidson
PlanetONE
805-320-2489 cell

RECEIVED
Aug 11 2025
SC Court of Appeals

Sent from [Mail](#) for Windows

From: [APM-USA](#)
Sent: Friday, February 10, 2023 10:42 AM
To: [PlanetOne Packaging](#)
Subject: Re: offer to send out a replacement...

Hello Karen,

I have attached the video and a few pictures herein.

Please let me know.

We shall send this at no cost to you. Everything is on us.

Thanks

TECHNICAL SUPPORT

Customer Support



<https://pharmamachineries.com>

From: PlanetOne Packaging <karen@planetonepackaging.com>

Sent: Thursday, February 9, 2023 7:16 PM

To: APM-USA <info@pharmamachineries.com>

Subject: RE: offer to send out a replacement...

Hi Dorothy ~ I don't know why, but the email in reply to your offer to send a replacement keeps bouncing back. Here is my reply:

1. I need a photo, serial number and video of the machine actually working as a capsule counter.
2. Make and model number/ please take a photo of the manufacturer label
3. I need verification that you are the rightful owner of such equipment
4. Once identified, I will send over a mechanic to determine that equipment is usable.
5. Please send me the information and I will respond back immediately

Karen Davidson
PLanetONE packaging
805-320-2489 cell

Sent from [Mail](#) for Windows