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**From:** PlanetOne Packaging <karen@planetonepackaging.com>  
**Sent:** Sunday, March 5, 2023 8:49 PM  
**To:** APM-USA; Vitullo, Nicholas; Dino Guglielmelli; Major, Chris  
**Subject:** RE: Purchase of Inkjet Printers and Capsule Counter

Dorothy ~ It appears that the machine is still overseas, and has not arrived in the USA. Also that is not the machine that we paid for. Please refund the \$22,700.00. The delay is excessive with no clear resolution. Therefore, please just refund our payment and we will look elsewhere.

Karen Davidson  
PlanetOne  
805-320-2489 cell

**RECEIVED**  
**Aug 11 2025**  
**SC Court of Appeals**

Sent from [Mail](#) for Windows

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**From:** [APM-USA](#)  
**Sent:** Wednesday, March 1, 2023 11:53 AM  
**To:** [PlanetOne Packaging](#); [Vitullo, Nicholas](#)  
**Subject:** Re: Purchase of Inkjet Printers and Capsule Counter

Hello Karen,

Your machine is being finalized now. It's at the final stages of debugging.

See the video below.

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**From:** PlanetOne Packaging <karen@planetonepackaging.com>  
**Sent:** Wednesday, February 8, 2023, 7:23 PM  
**To:** APM-USA <info@pharmamachineries.com>; Vitullo, Nicholas <nvitullo@cit.com>  
**Subject:** RE: Purchase of Inkjet Printers and Capsule Counter

Dorothy ~ One more thing... what is the major setback? What is the issue? I ordered this product Dec. 19<sup>th</sup> ( paid in full) and now it is Feb 8<sup>th</sup>, 2023. I am at a loss as to why the equipment is not available OR you refund the money in full. The right thing to do is to satisfy the customer and provide what they ordered in a timely manner, OR refund the full amount of payment for the item that I did not receive. It is really quite simple.

**Karen Davidson**  
**PlanetONE**  
**805-320-2489 cell**

Sent from [Mail](#) for Windows

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**From:** [APM-USA](#)

**Sent:** Wednesday, February 8, 2023 12:30 PM

**To:** [PlanetOne Packaging](#); [Vitulo, Nicholas](#)

**Subject:** Re: Purchase of Inkjet Printers and Capsule Counter

Hello Karen,

I'm waiting on your response to the above email.

Please let me know if we can ship this machine out to you.

Thanks,

Dorothy

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**From:** APM-USA <[info@pharmamachineries.com](mailto:info@pharmamachineries.com)>

**Sent:** Tuesday, January 31, 2023 3:34:27 PM

**To:** [PlanetOne Packaging](#) <[karen@planetonepackaging.com](mailto:karen@planetonepackaging.com)>; [Vitulo, Nicholas](#) <[nvitulo@cit.com](mailto:nvitulo@cit.com)>

**Subject:** Re: Purchase of Inkjet Printers and Capsule Counter

Hello Karen,

We apologize for the delay in responding.

There has been a minor setback and the machine delivery will take a little longer. Can we send you a temporary machine to use that we can pick up once your machine is delivered?

This will be at no cost to you.

I can schedule pickup in as little as two business days.

Let me know what you think.

Thanks,

Dorothy

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**From:** [PlanetOne Packaging](#) <[karen@planetonepackaging.com](mailto:karen@planetonepackaging.com)>

**Sent:** Monday, January 30, 2023 12:29:43 PM

**To:** [Vitulo, Nicholas](#) <[nvitulo@cit.com](mailto:nvitulo@cit.com)>; [APM-USA](#) <[info@pharmamachineries.com](mailto:info@pharmamachineries.com)>

**Subject:** RE: Purchase of Inkjet Printers and Capsule Counter

I have contacted an attorney in South Carolina... I will be moving forward today unless I have a satisfactory answer from you, Dorothy @ APM.

Karen

Sent from [Mail](#) for Windows

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**From:** [Vitulo, Nicholas](#)  
**Sent:** Monday, January 30, 2023 5:58 AM  
**To:** [APM-USA](#); [PlanetOne Packaging](#)  
**Subject:** RE: Purchase of Inkjet Printers and Capsule Counter

Hello Dorothy,

Customer has reached out to me stating they have not received any equipment and have tried contacting several times to figure out the status. Can you please follow up with Karen to give her an update?

Thank you  
Nick

**Nicholas Vitullo**  
Lending Solution Manager  
Small Business Solutions  
O: (603)433-9431  
F: (866)262-9203  
155 Commerce Way  
Portsmouth, NH 03801  
[www.cit.com](http://www.cit.com)



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**From:** APM-USA <[info@pharmamachineries.com](mailto:info@pharmamachineries.com)>  
**Sent:** Monday, December 19, 2022 9:28 AM  
**To:** Vitullo, Nicholas <[nvitullo@cit.com](mailto:nvitullo@cit.com)>; PlanetOne Packaging <[karen@planetonepackaging.com](mailto:karen@planetonepackaging.com)>  
**Subject:** Re: Purchase of Inkjet Printers and Capsule Counter

**External email – Be cautious with links and attachments.**

Good morning, Karen.

We have received the payment from CIT.

Please confirm the size of your capsules/tablets so that we can customize the machine accordingly.

Secondly, also confirm the power specifications: 220V, 60Hz and Single phase.

Best regards,

Dorothy

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**From:** Vitullo, Nicholas <[nvitullo@cit.com](mailto:nvitullo@cit.com)>  
**Sent:** Monday, December 12, 2022 2:56:51 PM  
**To:** PlanetOne Packaging <[karen@planetonepackaging.com](mailto:karen@planetonepackaging.com)>; APM-USA <[info@pharmamachineries.com](mailto:info@pharmamachineries.com)>  
**Subject:** RE: Purchase of Inkjet Printers and Capsule Counter

Hello Karen,

Waiting on Keyence to issue an invoice. I did reach out to there team that processes the invoices so we can fully fund the transaction.

Nick

**Nicholas Vitullo**  
Lending Solution Manager  
Small Business Solutions  
O: (603)433-9431  
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155 Commerce Way  
Portsmouth, NH 03801  
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**From:** PlanetOne Packaging <[karen@planetonepackaging.com](mailto:karen@planetonepackaging.com)>  
**Sent:** Monday, December 12, 2022 2:05 PM

**To:** Vitullo, Nicholas <[nvitullo@cit.com](mailto:nvitullo@cit.com)>; [asoto@keyence.com](mailto:asoto@keyence.com); [info@pharmamachineries.com](mailto:info@pharmamachineries.com)

**Subject:** RE: Purchase of Inkjet Printers and Capsule Counter

**External email – Be cautious with links and attachments.**

Good day !

Please advise to the status of the purchase of InkJet Printers and Capsule Counter. I need to be in the loop so please

Advise

Thank you

Karen Davidson  
PlanetOne Packaging, LLC  
805-320-2489c

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