



Appendix 1: Interview photograph





Appendix 2 : Sabu Art Shop Employee



Appendix 3: Sabu Art Shop



Appendix 4: Chat Between a Client Named YSR and Employee

02/07/25 14.34 - YSR: Hi

brother 02/07/25 14.34 - YSR:

I need 4 tandoors

02/07/25 16.35 - Sabu Antiques By. Oka: 🍌 🍌

04/07/25 21.57 - YSR: Hi brother when you will come to spice
mantraa Kuta 04/07/25 21.57 - YSR: Discovery Kartika Plaza
Hotel <http://www.discoverykartikaplaaza.com/>

04/07/25 21.57 - YSR: lokasi :

<https://maps.google.com/?q=->

8.729721069335938,115.16814422607422

05/07/25 15.40 - Sabu Antiques By. Oka:

Ok today 05/07/25 16.08 - YSR: What
time ?

05/07/25 16.20 - Sabu Antiques By. Oka:

Otw 05/07/25 16.20 - Sabu Antiques By.

Oka: Traficjam 05/07/25 16.20 - YSR: Ok

boss

05/07/25 16.20 - Sabu Antiques By. Oka: <Media tidak
disertakan> 05/07/25 16.20 - YSR: Let me know once

you reach here

05/07/25 16.20 - YSR: Lokasi terkini

dibagikan 05/07/25 17.58 - Sabu Antiques

By. Oka: What name? 05/07/25 18.11 -

Sabu Antiques By. Oka: H.70xD60

H.60xD.50

05/07/25 18.11 - Sabu Antiques By. Oka: 2 pcs <Pesan
ini diedit> 05/07/25 18.15 - YSR: Spice mantraa

05/07/25 18.15 - YSR:

05/07/25 18.27 - Sabu Antiques By. Oka: <Media tidak

disertakan> 05/07/25 18.29 - YSR:

19/07/25 10.40 - YSR: Hi brother

19/07/25 10.40 - YSR: How are you?

24/07/25 17.51 - YSR:

24/07/25 17.52 - Sabu Antiques By. Oka: Hallo

24/07/25 17.52 - Sabu Antiques By. Oka: Sorry to late respon

24/07/25 17.52 - Sabu Antiques By. Oka: I'm still looking for a suitable jar 24/07/25 17.53 - Sabu Antiques By. Oka: Because.

customize stainless steel 24/07/25 17.56 - YSR: Ok



Appendix 5: Chat Between a Client Named Pierre FR and Employee

7/11/20 01.17 - Sabu Antiques By. Oka: Hello, i am Oka from sabu antiques pottery
17/11/20 01.18 - Sabu Antiques By. Oka: You can check on my website
Www.sabuantiques.com

17/11/20 15.14 - Sabu Antiques By. Oka: are you
interested? 17/11/20 16.08 - Pierre FR: I just send you a
first selection by mail. 17/11/20 19.45 - Sabu Antiques
By. Oka: I send via email too 17/11/20 19.49 - Sabu
Antiques By. Oka: Diacount 10%

30/01/22 15.06 - Sabu Antiques By. Oka:
Ok? 30/01/22 15.07 - Pierre FR: Seems ok.
Regards.

31/01/22 22.11 - Pierre FR: Thèse are for me ? Defect in
the base ? 31/01/22 22.11 - Pierre FR: Looks nice.

31/01/22 23.01 - Sabu Antiques By. Oka: <Media tidak disertakan>

31/01/22 23.05 - Pierre FR: No problem for me, do not worry ! Also, please send
me your stock. Maybe I can add some items...

31/01/22 23.06 - Pierre FR: Just a question, the base is
stable enough. 31/01/22 23.06 - Sabu Antiques By. Oka:
I will send your pictures 31/01/22 23.06 - Sabu Antiques
By. Oka: Yes stable

31/01/22 23.07 - Sabu Antiques By. Oka: put
cement 31/01/22 23.07 - Pierre FR:

31/01/22 23.07 - Pierre FR: Perfect . You are the best !

Appendix 6: Chat Between a Client Named Nicky Polwan New Zeland and Employee

27/06/17 07.47 - Nicky Polwan New Zeland: <Media tidak disertakan> 27/06/17 14.10 - Sabu Antiques By. Oka: About payment or downpayment? 27/06/17 14.33 - Nicky Polwan New Zeland: Send your bank details 27/06/17 17.22 - Nicky Polwan New Zeland: 4

29/06/17 14.40 - Sabu Antiques By. Oka: Do you want change? 29/06/17 15.11 - Sabu Antiques By. Oka: Ok?

04/09/17 13.47 - Sabu Antiques By. Oka: <Media tidak disertakan> 04/09/17 13.49 - Sabu Antiques By. Oka: <Media tidak disertakan> 04/09/17 13.50 - Nicky Polwan New Zeland: Too much carving . Need plain 04/09/17 13.50 - Sabu Antiques By. Oka: <Media tidak disertakan> 04/09/17 13.50 - Nicky Polwan New Zeland: Thank you

06/09/17 13.50 - Sabu Antiques By. Oka: Where are you now?

07/09/17 06.36 - Nicky Polwan New Zeland: Good to meet you and pots looks great. Love the green mirror . Look forward to seeing the next mirror . Container leaves in November 07/09/17 11.33 - Sabu Antiques By. Oka: Ok

07/09/17 11.48 - Sabu Antiques By. Oka: Thanks

08/09/17 07.45 - Nicky Polwan New Zeland: When will the other mirror be ready to see 08/09/17 09.12 - Sabu Antiques By. Oka: 1 week

19/09/17 15.07 - Nicky Polwan New Zeland: Ok . 1 wk

19/09/17 15.42 - Sabu Antiques By. Oka: <Media tidak disertakan> 19/09/17 15.43 - Nicky Polwan New Zeland: Can you take more paint off 19/09/17 15.44 - Sabu Antiques By. Oka: Ok.

19/09/17 15.44 - Nicky Polwan New Zeland: <Media tidak disertakan> 19/09/17 15.44 - Sabu Antiques By. Oka: Ok

19/09/17 15.45 - Sabu Antiques By. Oka: Tomorrow i

sent photo 19/09/17 15.45 - Nicky Polwan New Zeland:

Thank you

21/09/17 09.13 - Sabu Antiques By. Oka: <Media tidak disertakan> 21/09/17 09.14 - Nicky Polwan New Zeland:

Looks better . Thank you

01/03/18 10.12 - Nicky Polwan New Zeland: Hi there , do you still have the 4 big pots that are paid for ?

01/03/18 10.25 - Sabu Antiques By. Oka: Your pot alredy paid, 4 pcs



01/03/18 10.36 - Nicky Polwan New Zeland: What's your email . My friend wants to pick up

. Thank you

01/03/18 10.44 - Sabu Antiques By. Oka:

Sabuartshop@yahoo.com 01/03/18 10.45 - Sabu Antiques By.

Oka: What the colour do you like? 01/03/18 11.17 - Nicky

Polwan New Zeland: What you mean ?

01/03/18 11.21 - Sabu Antiques By. Oka: Colour : white wash or

terracotta? 01/03/18 11.21 - Sabu Antiques By. Oka: Now

terracotta colour

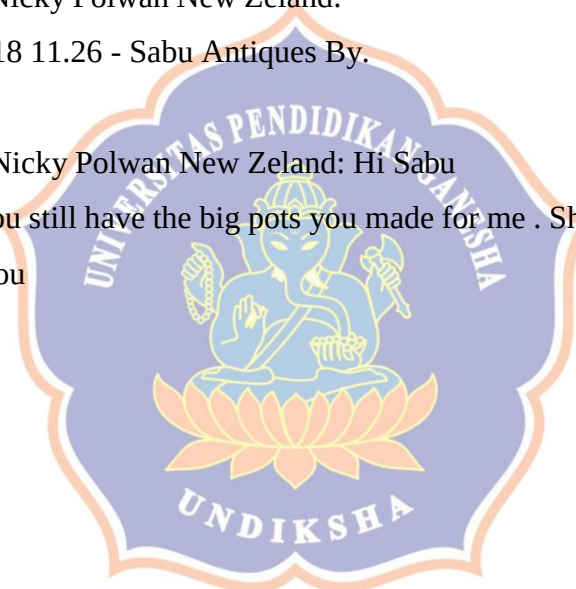
01/03/18 11.26 - Nicky Polwan New Zeland:

Terracotta 01/03/18 11.26 - Sabu Antiques By.

Oka: Ok

03/07/18 11.46 - Nicky Polwan New Zeland: Hi Sabu

Nicki here . Do you still have the big pots you made for me . Shipper is going to pick up . Thank you



Appendix 7: Chat Between a Client Named Nicholas Interior and Employee

24/03/21 04.13 - Nicholas Interior: How much, please tell me the

price * 24/03/21 04.15 - Nicholas Interior: <Media tidak disertakan>

24/03/21 04.15 - Nicholas Interior: <Media tidak disertakan> 24/03/21 04.15 - Nicholas Interior: <Media tidak disertakan> 24/03/21 04.15 - Nicholas Interior:

<Media tidak disertakan> 24/03/21 04.15 - Nicholas Interior: This Pak, you can do also? 24/03/21 04.16 -

Sabu Antiques By. Oka: <Media tidak disertakan>

24/03/21 04.16 - Sabu Antiques By. Oka: Yes i can

24/03/21 04.17 - Nicholas Interior: Bali too small..... 24/03/21 04.17 - Nicholas Interior:

<Media tidak disertakan>

24/03/21 04.17 - Nicholas Interior: Mas Anis send me this photo.... 24/03/21 04.17 - Nicholas Interior: <Media tidak disertakan> 24/03/21 04.17 - Sabu Antiques By.

Oka: This my pot

24/03/21 04.18 - Sabu Antiques By. Oka: I can make for

big 24/03/21 04.18 - Nicholas Interior: Pak Anis send this to me..

24/03/21 04.19 - Nicholas Interior: But Pak, what is your price for this 24/03/21 04.20 - Sabu Antiques By. Oka: Idr. 150.000

24/03/21 04.21 - Nicholas Interior: Okay *

24/03/21 16.23 - Sabu Antiques By. Oka: <Media tidak disertakan> 24/03/21 16.24 - Sabu Antiques By. Oka: <Media tidak disertakan> 24/03/21 16.25 - Sabu

Antiques By. Oka: <Media tidak disertakan> 24/03/21

16.25 - Sabu Antiques By. Oka: <Media tidak disertakan> 24/03/21 16.27 - Sabu Antiques By. Oka:

<Media tidak disertakan> 25/03/21 16.51 - Sabu
 Antiques By. Oka: <Media tidak disertakan> 25/03/21
 16.53 - Sabu Antiques By. Oka: <Media tidak
 disertakan> 25/03/21 18.02 - Nicholas Interior: Wow!!!!
 25/03/21 18.03 - Sabu Antiques By. Oka: <Media tidak
 disertakan> 25/03/21 18.04 - Nicholas Interior: I love
 it 🍷

26/03/21 01.48 - Nicholas Interior: This

Pak, the prices? 26/03/21 01.49 - Sabu

Antiques By. Oka: 125.000 26/03/21 01.49

- Nicholas Interior: The size?

26/03/21 01.49 - Sabu Antiques By. Oka: Maybe 30cm



26/03/21 01.50 - Sabu Antiques By. Oka: Tomorrow i will
check 26/03/21 01.50 - Nicholas Interior: Mmm small, but
need large Pak Oka... 26/03/21 01.50 - Sabu Antiques By.
Oka: This sample
26/03/21 01.50 - Nicholas Interior: Okie, it's nice..



Appendix 8: Chat Between a Client Named Marcello Brazil and Employee

29/05/18 04.45 - Marcello

Brazil: Hello How are you?

I'm Marcelo from Brazil

Possible send me pictures

from big pots Similar the

picture below!

29/05/18 04.46 - Marcello Brazil: <Media tidak disertakan> 29/05/18 04.46 - Marcello Brazil:

<Media tidak disertakan> 29/05/18 07.23 - Sabu Antiques By. Oka: Yes

29/05/18 07.36 - Marcello Brazil: Please send me prices and pictures 29/05/18 07.36 - Sabu Antiques By. Oka:

<Media tidak disertakan> 29/05/18 07.39 - Marcello Brazil: Prices?

29/05/18 07.57 - Sabu Antiques By. Oka: Size 60x50 price:

900.000 29/05/18 07.58 - Sabu Antiques By. Oka: Size

t.60x50cm price 900.000 29/05/18 07.58 - Sabu Antiques By.

Oka: Size t.100cm x 90cm 1.500.000 29/05/18 07.59 - Sabu

Antiques By. Oka: This finishing ceramic 29/05/18 08.20 -

Marcello Brazil: This glassir?

29/05/18 08.21 - Sabu Antiques By. Oka:

Yes 29/05/18 08.21 - Marcello Brazil:

Another colors 29/05/18 08.21 - Marcello

Brazil: Have?

29/05/18 08.21 - Sabu Antiques By. Oka:

Have 29/05/18 08.21 - Marcello Brazil:

Blue

29/05/18 08.21 - Sabu Antiques By. Oka: <Media tidak

disertakan> 29/05/18 08.40 - Sabu Antiques By. Oka:

What size do you need? 29/05/18 08.45 - Sabu Antiques
By. Oka: <Media tidak disertakan> 29/05/18 08.45 -
Sabu Antiques By. Oka: <Media tidak disertakan>
29/05/18 08.46 - Sabu Antiques By. Oka: <Media tidak
disertakan> 29/05/18 08.46 - Sabu Antiques By. Oka:
<Media tidak disertakan> 29/05/18 08.46 - Sabu
Antiques By. Oka: This models before glaze 29/05/18
09.00 - Marcello Brazil: I need vases 1 meter hi
29/05/18 09.06 - Sabu Antiques By. Oka: I will sent the
photos 29/05/18 09.25 - Marcello Brazil: Ok
Thanks



Appendix 9: Chat Between a Client Named Julie Salmon and Employee

15/08/25 14.47 - Julie Salmon: Hi this is Julie confirm 4 pots 950,000

clay grey 90 high x 70 thank you

15/08/25 14.48 - Julie Salmon: <Media tidak

disertakan> 15/08/25 14.48 - Julie Salmon:

<Media tidak disertakan> 15/08/25 14.59 -

Sabu Antiques By. Oka: Ok

15/08/25 15.19 - Julie Salmon: And holes in bottom for

drainage 15/08/25 15.19 - Julie Salmon: Pesan ini

dihapus

16/08/25 14.22 - Sabu Antiques By. Oka: <Media tidak

disertakan> 19/08/25 12.10 - Julie Salmon: Invoice paid

thank you

19/08/25 12.18 - Sabu Antiques By. Oka: where to pay?

19/08/25 12.19 - Julie Salmon: To these details from our finance people in

bali 19/08/25 12.19 - Julie Salmon: <Media tidak disertakan>

19/08/25 12.20 - Sabu Antiques By. Oka: Oh ok

19/08/25 12.37 - Sabu Antiques By. Oka:

payment via what? 19/08/25 15.01 - Julie

Salmon: Bank

19/08/25 15.02 - Julie Salmon: <Media tidak

disertakan> 19/08/25 15.12 - Sabu Antiques By.

Oka: Ok i will check

19/08/25 17.11 - Sabu Antiques By. Oka: <Media tidak

disertakan> 19/08/25 17.19 - Julie Salmon: Yes

23/08/25 14.27 - Julie Salmon: Hi can you also put drain holes for water in

bottom as I need to grow trees in pots thank you

31/08/25 17.38 - Julie Salmon: Hi when do you think pots will be ready for Bayu

cargo to collect

31/08/25 18.21 - Sabu Antiques By. Oka: Mybe 20

septembre 31/08/25 18.21 - Julie Salmon: Ok perfect
thank you



Appendix 10: Chat Between a Client Named Jose Boade and Employee

16/05/24 16.54 - Sabu Antiques By. Oka: Haloo

16/05/24 17.39 - Jose Boade: IMG-20240516-WA0027.jpg (file
terlampir) 16/05/24 21.17 - Jose Boade: Hi! It was a pleasure
meeting you today!

12/06/24 10.48 - Jose Boade: Hey my crazy friend! How are you?!

12/06/24 10.48 - Jose Boade: How is production going? Hope you and your family
are great! 12/06/24 11.53 - Sabu Antiques By. Oka: Fine. In progress

27/06/24 00.42 - Jose Boade: Hi man! Hope everything is going great! Do you
have pictures of the production? I am excited to see them!

27/06/24 00.48 - Sabu Antiques By. Oka: I will send pictures

27/06/24 16.39 - Sabu Antiques By. Oka: IMG-20240627-WA0054.jpg (file
terlampir) 27/06/24 16.39 - Sabu Antiques By. Oka: VID-20240627-

WA0055.mp4 (file terlampir) 02/07/24 11.13 - Jose Boade:

04/07/24 15.19 - Jose Boade: This time i need your help, if you can give me a
discount would be great

04/07/24 15.20 - Jose Boade: So we can get this business started and get to have
the pleasure of drinking a bintang with you next trip

04/07/24 15.23 - Sabu Antiques By. Oka: IMG-20240704-WA0053.jpg
(file terlampir) This good price

04/07/24 15.23 - Sabu Antiques By. Oka: From

3.2 to 2.4 04/07/24 15.23 - Sabu Antiques By.

Oka: 🇮🇩

04/07/24 15.24 - Jose Boade: Don't crazy man! I want to do business where we
both win 04/07/24 15.24 - Jose Boade: Thats the hole point

04/07/24 15.25 - Jose Boade: If it's impossible for you I understand, I want top
quality, and you to be happy

04/07/24 15.25 - Jose Boade: Is just that containers are so

expensive 04/07/24 15.26 - Sabu Antiques By. Oka:

Because 40 feet icube 04/07/24 15.28 - Jose Boade:

Yeah, that makes it cheaper

04/07/24 15.28 - Jose Boade: And you will last like 4 weeks

doing the pots 04/07/24 15.29 - Jose Boade: Containers will go up again

04/07/24 15.29 - Jose Boade: Because of christmas



04/07/24 15.29 - Jose Boade: And red sea

problemas 04/07/24 15.30 - Sabu Antiques By.

Oka: For the new order 04/07/24 15.30 - Sabu

Antiques By. Oka: I can try 4weeks 04/07/24

15.30 - Jose Boade: Let's do it!

04/07/24 15.31 - Jose Boade: Always prioritizing

the quality 04/07/24 15.31 - Jose Boade: Please

04/07/24 15.31 - Sabu Antiques By. Oka: Normaly 6

weeks 04/07/24 15.31 - Sabu Antiques By. Oka: For the

quality dont worry 04/07/24 15.31 - Jose Boade: Make

those hands fly high my friend 04/07/24 15.32 - Jose

Boade: Get inspired

04/07/24 15.32 - Jose Boade: You are going to make my country

look prettier 04/07/24 15.33 - Sabu Antiques By. Oka: Yes.

Like Bali 🌺

04/07/24 15.35 - Jose Boade: I am so excited to go

back 04/07/24 15.35 - Jose Boade: Hopefully

everything goes great 04/07/24 15.35 - Jose Boade:

And I will be going soon 04/07/24 15.35 - Jose

Boade: If god wants

04/07/24 15.35 - Jose Boade: *

04/07/24 15.36 - Sabu Antiques By. Oka: Yes

04/07/24 15.37 - Sabu Antiques By. Oka: If you confirm price. Lets go start new

order. 🍌 04/07/24 15.38 - Sabu Antiques By. Oka: So many time for production

04/07/24 15.41 - Sabu Antiques By. Oka: so that I have a lot of time to

work 04/07/24 15.42 - Jose Boade: Anin will talk to you to check the

prices! My friend! 04/07/24 15.42 - Jose Boade: Here is 2am and my

next meeting is 6am

04/07/24 15.42 - Jose Boade: I need to rest at least the 4h

04/07/24 15.43 - Jose Boade: But let's get to a good prices answer lets fire up those ovens!

04/07/24 15.43 - Sabu Antiques By. Oka: Ok. Goodnight 🌙

04/07/24 15.44 - Jose Boade: Have a great afternoon! Say hi to your mom! 04/07/24 15.44 - Sabu Antiques By.

Oka: 🌟 🌟 🌟 🌟

04/07/24 15.44 - Jose Boade: And give her a Hug from me! 04/07/24 15.44 - Jose Boade: Lets keep in touch!

04/07/24 18.27 - Kode keamanan Anda dengan Jose Boade telah berubah. Ketuk untuk info selengkapnya.

09/07/24 21.08 - Jose Boade: null



09/07/24 21.09 - Jose Boade: Hello Sabu, I need to talk to you. 09/07/24 21.13 - Sabu Antiques By. Oka: I dont speak english * 09/07/24 21.14 - Sabu Antiques By. Oka: Can i help u

09/07/24 21.14 - Jose Boade: null

09/07/24 21.24 - Sabu Antiques By. Oka: Total 137.100.000 Discount 7.100.000

Grand total 130.000.000

09/07/24 21.25 - Sabu Antiques By. Oka:

Discount up to 5% 09/07/24 21.25 - Sabu

Antiques By. Oka: *

09/07/24 21.30 - Jose Boade: PTT-20240709-WA0027.opus (file terlampir) 09/07/24 21.30 - Jose Boade: PTT-20240709-WA0026.opus (file terlampir) 09/07/24 21.32 - Jose Boade: Right?

20/07/24 00.39 - Jose Boade: Hey man! How are you being?! <Pesan ini diedit> 20/07/24 00.40 - Jose Boade: Did they made the deposit? How is

production going? 20/07/24 00.59 - Sabu Antiques By. Oka: Yes already received. the process of providing notes to craftsmen

20/07/24 00.59 - Sabu Antiques By. Oka: IMG-20240717-WA0016.jpg (file terlampir) 20/07/24 01.12 - Sabu Antiques By. Oka: Fine. And And how have you and your mom being?

20/07/24 01.12 - Sabu Antiques By. Oka: 🍷

20/07/24 07.28 - Jose Boade: Its great to hear everything is ok! Hope you have a great day today!

20/07/24 12.55 - Sabu Antiques By. Oka: 🌸

Appendix 11: Chat Between a Client Named Harold and Employee

19/04/24 14.21 - Harold: Hi bro how are you?? 19/04/25 12.29 - Harold: Hi boss

19/04/25 12.30 - Harold:
https://maps.app.goo.gl/goFSRYErE145jt8o6?g_st=aw 19/04/25 12.30 - Harold: Endi Architect.vcf (file terlampir)

25/04/25 14.20 - Sabu Antiques By. Oka: Yes

25/04/25 14.31 - Harold: PTT-20250425-WA0011.opus (file terlampir)

29/04/25 12.31 - Harold: ¿????¿??????? ¿????¿????? Bro I'm still waiting since 3-days 29/04/25 12.31 - Harold: Mmmmmmmmmmmmmmmmm

29/04/25 12.34 - Sabu Antiques By. Oka: can't be done in 2 weeks 29/04/25 12.41 - Harold: Ok jow long bro 3 weeks????

30/04/25 15.08 - Sabu Antiques By. Oka: Partial its ok? 30/04/25 15.08 - Sabu Antiques By. Oka: 1 month 30/04/25 15.09 - Harold: Ok

30/04/25 15.11 - Sabu Antiques By. Oka: Price 400.000 30/04/25 15.13 - Harold: Ok

30/04/25 15.16 - Sabu Antiques By. Oka: IMG-20250430-WA0036.jpg (file terlampir) 30/04/25 15.26 - Harold: Ok bos

01/05/25 16.41 - Harold: IMG-20250501-WA0022.jpg (file terlampir) 01/05/25 16.41 - Harold: Deposit 2mill

05/05/25 15.09 - Harold: null

05/05/25 15.10 - Sabu Antiques By. Oka: Yes 05/05/25 15.12 - Harold: How long bro??

05/05/25 15.17 - Sabu Antiques By. Oka: 4 weeks 04/06/25 15.57 - Harold: Habibi

04/06/25 15.57 - Harold: When you bring

the pot 04/06/25 15.57 - Harold:

Tomorrow I need it

05/06/25 14.07 - Sabu Antiques By. Oka: Wait. the pot is

still wet 05/06/25 14.08 - Sabu Antiques By. Oka: Mybe
3 days

05/06/25 14.12 - Harold: IMG-20250605-WA0010.jpg (file

terlampir) 05/06/25 14.33 - Sabu Antiques By. Oka: Saturday

i will deliver 10pcs 05/06/25 14.33 - Sabu Antiques By. Oka:

And the rest is monday 05/06/25 14.34 - Harold: Ok



Appendix 12: Chat Between a Client Named Benoit Espitalier Noël and Employee

30/01/24 16.43 - Sabu Antiques By. Oka: Hello

30/01/24 16.44 - Sabu Antiques By. Oka: Im oka from sabu antiques bali

30/01/24 16.46 - Benoit Espitalier Noël: I have send you an email on

info@sabuantiques.com 30/01/24 16.47 - Benoit Espitalier Noël: i wish to have

what you have in stock in GLAZED POTS medium to big size.

30/01/24 16.47 - Benoit Espitalier Noël: And prices as

well please. 30/01/24 16.48 - Benoit Espitalier Noël:

<Media tidak disertakan> 30/01/24 16.49 - Sabu

Antiques By. Oka: Ok i will check

02/02/24 11.48 - Benoit Espitalier Noël: Hello Oka, I have still not received anything from you..

You do not want to do business 🙄

02/02/24 12.26 - Sabu Antiques By. Oka: Wait. I check

the stock 02/02/24 12.45 - Benoit Espitalier Noël:

THANK YOU.

02/02/24 12.46 - Benoit Espitalier Noël: Now, do you have a stock list with photos & prices

??

02/02/24 12.46 - Benoit Espitalier Noël: Of these pots.

06/02/24 11.45 - Benoit Espitalier Noël: Morning, any

price list ?? 07/02/24 00.12 - Sabu Antiques By. Oka:

<Media tidak disertakan> 07/02/24 00.18 - Sabu

Antiques By. Oka: grèen color

07/02/24 00.18 - Sabu Antiques By. Oka: H.95xD70cm idr 1.100.000

18/02/24 21.03 - Benoit Espitalier Noël: Hi, can you organise transport to

Jepara ?? 18/02/24 21.13 - Sabu Antiques By. Oka: Yes

18/02/24 21.14 - Benoit Espitalier Noël: How many days to get to Jepara from

Bali ? 6 days? 18/02/24 21.18 - Sabu Antiques By. Oka: 3days

18/02/24 21.53 - Benoit Espitalier Noël: Ok I will send my order

tomorrow. 19/02/24 00.27 - Sabu Antiques By. Oka: ✨ ✨

26/02/24 20.15 - Benoit Espitalier Noël: <Media tidak disertakan>

26/02/24 20.16 - Benoit Espitalier Noël: Please send me an official quotation for these pots TWO OF EACH.

Thank You.

26/02/24 20.36 - Sabu Antiques By. Oka: Yes i will check



26/02/24 20.37 - Sabu Antiques By. Oka: For available

27/02/24 19.16 - Sabu Antiques By. Oka: Ok. I will make invoice

27/02/24 19.17 - Benoit Espitalier Noël: Quotation first with pictures, then I confirm and then you make final invoice with bank details for payment.

27/02/24 19.19 - Sabu Antiques By. Oka: '

27/02/24 22.40 - Sabu Antiques By. Oka: <Media tidak disertakan>

28/02/24 14.01 - Benoit Espitalier Noël: Can you put on the invoice the transport cost to Jepara please.

28/02/24 14.02 - Benoit Espitalier Noël:
<https://maps.google.com/?cid=916618291922731102&entry=gps> 28/02/24 14.02 - Benoit Espitalier Noël:
 Nofi.vcf (file terlampir) 28/02/24 14.02 - Benoit Espitalier Noël: Contact person : Nofi 28/02/24 14.04
 - Benoit Espitalier Noël: <https://jne.co.id/shipping-fee?origin=DPS10000&destination=SRG10100&weight=100>
 ht=100

28/02/24 14.06 - Benoit Espitalier Noël: Need official invoice with company seal. 28/02/24 14.10 - Sabu Antiques By. Oka: Sorry. Idont have company seal

29/02/24 18.56 - Benoit Espitalier Noël: Can you put on the invoice the transport cost to Jepara please.

29/02/24 18.57 - Benoit Espitalier Noël:

01/03/24 00.07 - Sabu Antiques By. Oka: Wait

01/03/24 00.08 - Sabu Antiques By. Oka: still looking for transport 01/03/24 00.08 - Sabu Antiques By. Oka: very expensive

01/03/24 00.08 - Sabu Antiques By. Oka: Idr 3.000.000

01/03/24 00.09 - Sabu Antiques By. Oka: I'm still looking for something cheaper 01/03/24 23.49 - Sabu Antiques By. Oka: Do you have other solutions to transportation? 18/03/24 22.35 - Benoit Espitalier Noël: <Media tidak disertakan>

18/03/24 22.37 - Benoit Espitalier Noël: New selection after my supplier send me new pictures.

18/03/24 23.48 - Sabu Antiques By. Oka: And invoice before? 18/03/24 23.48 - Sabu Antiques By. Oka: Yes i will check

19/03/24 09.17 - Benoit Espitalier Noël: Cancelled, replace by new selection. 19/03/24 09.19 - Benoit Espitalier Noël: I will do transfer.

19/03/24 09.20 - Sabu Antiques By. Oka: Yes. Please wait. I check the stok



19/03/24 09.32 - Benoit Espitalier Noël: <Media tidak

disertakan> 19/03/24 09.32 - Benoit Espitalier Noël:

Thnx Oka.

19/03/24 23.01 - Sabu Antiques By. Oka: I have only green glaze

color 19/03/24 23.02 - Sabu Antiques By. Oka: Not i available

19/03/24 23.02 - Sabu Antiques By. Oka: I have size

h.70cm 19/03/24 23.24 - Sabu Antiques By. Oka:

Tomorrow i take a photos 19/03/24 23.24 - Sabu

Antiques By. Oka: Same color?

19/03/24 23.37 - Sabu Antiques By. Oka: <Media tidak

disertakan> 19/03/24 23.37 - Sabu Antiques By. Oka:

This color

19/03/24 23.40 - Sabu Antiques By. Oka: Like this? I

have 3 19/03/24 23.48 - Sabu Antiques By. Oka:

<Media tidak disertakan>

20/03/24 09.07 - Benoit Espitalier Noël: Hi Oka, do you have 2

of each ? 20/03/24 10.33 - Sabu Antiques By. Oka: Same color?

20/03/24 11.06 - Benoit Espitalier Noël: Yes, 2 of each

same colour. 20/03/24 11.08 - Sabu Antiques By. Oka:

Yes. I will check no.6 and 9 20/03/24 11.08 - Sabu

Antiques By. Oka: the others are ready 20/03/24 11.13 -

Sabu Antiques By. Oka: No.3 2 of each per color?

20/03/24 11.20 - Benoit Espitalier Noël: Yes as well.

22/03/24 01.19 - Sabu Antiques By. Oka: <Media tidak disertakan>

22/03/24 14.22 - Benoit Espitalier Noël: PERFECT, my Indonesian supplier

Erlina will do the transfer.

Appendix 13: Chat Between an Unnamed Client and Employee

12/03/25 08.57 - +60 11-2388 *****: Hi there

12/03/25 08.57 - +60 11-2388 *****: my name is Kit and i'm from Malaysia

12/03/25 08.58 - +60 11-2388 *****: i'm an architect and looking to custom make 2 pots

12/03/25 11.03 - Sabu Antiques By. Oka: What shape and size

12/03/25 11.06 - +60 11-2388 *****: <Media tidak disertakan>

12/03/25 11.06 - +60 11-2388 *****: This shape and size

12/03/25 11.06 - +60 11-2388 *****: if u have similar then we may not need to custom make

12/03/25 11.07 - +60 11-2388 *****: i'm coming over on 27th to Bali from Malaysia

13/03/25 13.31 - +60 11-2388 *****: hello

13/03/25 13.32 - +60 11-2388 *****: can u custom make this? or have similar shape and size?

13/03/25 13.39 - Sabu Antiques By. Oka: I can make costum

13/03/25 13.39 - Sabu Antiques By. Oka: <Media tidak disertakan>

13/03/25 13.39 - +60 11-2388 *****: Can i get a price for 2 units and also shipment to Kuala Lumpur, Malaysia?

13/03/25 13.40 - Sabu Antiques By. Oka: Yes

13/03/25 13.43 - +60 11-2388 *****: oh great

13/03/25 13.43 - +60 11-2388 *****: I might drop by on the 27th

16/03/25 14.38 - +60 11-2388 *****: Hi

16/03/25 14.38 - +60 11-2388 *****: is it possible to get a price?

16/03/25 15.12 - Sabu Antiques By. Oka: 1.400.000 for terakota

2.200.000 for glazed

16/03/25 16.09 - +60 11-2388 *****: ok thank you

16/03/25 16.10 - +60 11-2388 *****: roughly how much is the shipping

16/03/25 17.54 - Sabu Antiques By. Oka: Where port?

16/03/25 18.08 - +60 11-2388 *****: Klang Malaysia

17/03/25 11.30 - Sabu Antiques By. Oka: <Media tidak

disertakan> 21/08/25 18.21 - +60 11-2388 ****: Hi

21/08/25 18.21 - +60 11-2388 ****: sorry i forgot to follow up

21/08/25 18.22 - +60 11-2388 ****: how much would the shipping be for 2 units of this size to malaysia

21/08/25 18.22 - +60 11-2388 ****: can you help me quote from door to door?



21/08/25 18.23 - +60 11-2388 *****: <Media tidak disertakan>

21/08/25 18.23 - +60 11-2388 *****: <Media tidak disertakan>

21/08/25 18.23 - +60 11-2388 *****: we are looking to achieve similar to these green 21/08/25 22.53 - Sabu Antiques By. Oka: Alit Nusa Trans Cargo.vcf (file terlampir) 21/08/25 22.53 - Sabu Antiques By. Oka: You can contact him for shipping cost 22/08/25 06.59 - +60 11-2388 *****: thank you



Appendix 14: Chat Between an Unnamed Client and Employee

29/04/25 15.25 - Sabu Antiques By. Oka: <Media tidak disertakan> 29/04/25 15.25 - +45 21 49 *****: This is good. How much?

29/04/25 15.25 - +45 21 49 *****: Ok

29/04/25 15.26 - +45 21 49 *****: I'm telling the truck to go to you now. Okay?

29/04/25 15.26 - +45 21 49 *****: Ok

29/04/25 15.26 - Sabu Antiques By. Oka: Yes

29/04/25 15.26 - +45 21 49 *****: How many CbM is now?

29/04/25 15.27 - +45 21 49 *****: Can you put everything out, and make one total photo 29/04/25 15.28 - Sabu Antiques By. Oka: Wait

29/04/25 15.28 - +45 21 49 *****: Ok

29/04/25 15.30 - +45 21 49 *****:

29/04/25 15.30 - +45 21 49 *****: <Media tidak disertakan> 29/04/25 15.34 - Sabu Antiques By. Oka: Broken

29/04/25 15.34 - +45 21 49 *****: This is good

29/04/25 15.41 - +45 21 49 *****: How much cbm now? 29/04/25 15.51 - Sabu Antiques By. Oka: 1cbm 29/04/25 15.52 - Sabu Antiques By. Oka: This is ok?

29/04/25 15.53 - +45 21 49 *****: Yes

29/04/25 15.55 - +45 21 49 *****: Hang on. Maybe it's too big. I'm asking cargo now 29/04/25 15.57 - +45 21 49 *****: All is good. Yes to this one

29/04/25 15.57 - +45 21 49 *****: How big?

29/04/25 16.02 - +45 21 49 *****: Is this old? 29/04/25 16.02 - Sabu Antiques By. Oka: Yes

29/04/25 16.02 - +45 21 49 *****: Price is a little high..

29/04/25 16.02 - Sabu Antiques By. Oka: <Media tidak

disertakan> 29/04/25 16.02 - +45 21 49 ****: How old?

And from where?

29/04/25 16.03 - Sabu Antiques By. Oka: 5

years 29/04/25 16.03 - Sabu Antiques By.

Oka: It ok 1.200.000 29/04/25 16.06 - +45 21

49 ****: Thanks



Appendix 15: Chat Between an Unnamed Client and Employee

05/05/24 10.23 - +44 7930 63****: Pagi

05/05/24 10.24 - +44 7930 63****: My friend gave me your number. Can I see some pots that you have

05/05/24 10.24 - +44 7930 63****: I just want to see the style and pricing 05/05/24 10.24 - +44 7930 63****: Show me some examples

05/05/24 11.06 - Sabu Antiques By. Oka: <Media tidak disertakan> 05/05/24 11.06 - Sabu Antiques By. Oka:

<Media tidak disertakan> 05/05/24 11.07 - Sabu Antiques By. Oka: <Media tidak disertakan>

05/05/24 11.07 - +44 7930 63****: Thank you. Do you have some pots that are Matt, not shiny too?

05/05/24 11.08 - +44 7930 63****: <Media tidak disertakan> 05/05/24 11.08 - Sabu Antiques By. Oka: I can make

05/05/24 11.09 - +44 7930 63****: Amazing... very beautiful stuff. I live in ungasan. Where is your shop?

And tell me what is the price for terracotta before painted? The ones I circled in the drawing 05/05/24 11.09 - Sabu Antiques By. Oka: <Media tidak disertakan>

05/05/24 11.11 - Sabu Antiques By. Oka: <Media tidak disertakan> 05/05/24 11.16 - +44 7930 63****: Ok thank you.

And where is your shop?

05/05/24 11.22 - Sabu Antiques By. Oka:

<https://maps.app.goo.gl/3urb2y2jn8m1DwTb7> 05/05/24 11.41 - +44 7930

63****: Ok, thank you. I'll come to the shop soon. Possible to order with delivery too?

05/05/24 11.42 - +44 7930 63****: What is the size of this one? And does it have a hole at the bottom?

05/05/24 11.57 - Sabu Antiques By. Oka: I will

check 27/11/24 09.18 - +44 7930 63****: Hello

boss

27/11/24 09.19 - +44 7930 63****: <Media tidak disertakan>

27/11/24 09.19 - +44 7930 63****: <Media tidak disertakan>

27/11/24 09.20 - +44 7930 63****: <Media tidak

disertakan> 27/11/24 10.56 - Sabu Antiques By.

Oka: I will check 27/11/24 11.17 - +44 7930

63****: Ok. Send me photos please 30/11/24 11.40

- +44 7930 63****: Hello boss

30/11/24 11.40 - +44 7930 63****: Did you check



30/11/24 11.40 - +44 7930 63****: Also. I am looking for someone tall shape 30/11/24 11.40 - +44 7930 63****: <Media tidak disertakan>

30/11/24 11.40 - +44 7930 63****: Like this shape 30/11/24 13.49 - Sabu Antiques

By. Oka: Yes i have 30/11/24 13.54 - +44

7930 63****: Can I see pictures 08/12/24

08.00 - +44 7930 63****: Pagi...

08/12/24 08.00 - +44 7930 63****: Can I please see what you have?

08/12/24 08.00 - +44 7930 63****: I have many villas to decorate and I'll need many plant pots



Appendix 16: Chat Between a Client Named YSR and Employee

08/08/25 16.31 - +39 320 787 *****: Hello

08/08/25 16.31 - +39 320 787 *****: Can you make something like this but terracotta colour? 08/08/25 16.32 - Sabu Antiques By. Oka: Yès

08/08/25 16.32 - +39 320 787 *****: <Media tidak disertakan>

08/08/25 16.32 - +39 320 787 *****: <Media tidak disertakan>

08/08/25 16.32 - +39 320 787 *****: 80cm

height 08/08/25 16.32 - Sabu Antiques By.

Oka: With stand? 08/08/25 16.33 - +39

320 787 *****: Yes that's fine

08/08/25 16.33 - +39 320 787 *****: Both 80cm height

08/08/25 16.34 - +39 320 787 *****: Colour like this brown

08/08/25 16.34 - +39 320 787 *****: <Media tidak disertakan> 08/08/25 16.34 - Sabu Antiques By. Oka: I cant make stand 08/08/25 16.34 - +39 320 787 *****: It has to match with the pillow

08/08/25 16.34 - +39 320 787 *****: It's fine also without stand but it has stay standing 08/08/25 16.35 - Sabu Antiques By. Oka: I asked the worker

08/08/25 16.35 - +39 320 787 *****: Ok

09/08/25 08.29 - +39 320 787 *****: Good morning

09/08/25 08.30 - +39 320 787 *****: Any update ?

09/08/25 11.48 - +39 320 787 *****: ?

09/08/25 12.14 - Sabu Antiques By. Oka: i

Appendix 17: Chat Between an Unnamed Client and Employee

10/07/25 15.38 - +34 674 94 ****: Hello

10/07/25 15.38 - +34 674 94 ****: We want some pots & vases for our house 10/07/25 15.38 - Sabu Antiques By. Oka: Ok

10/07/25 15.38 - Sabu Antiques By. Oka: What size? 10/07/25 15.38 - +34 674 94 ****: <Media tidak disertakan>

10/07/25 15.38 - +34 674 94 ****: <Media tidak disertakan>

10/07/25 15.39 - +34 674 94 ****: We want different sizes in different shades of green 10/07/25 15.41 - Sabu Antiques By. Oka: <Media tidak disertakan>

10/07/25 15.41 - +34 674 94 ****: We need around 12

10/07/25 15.42 - Sabu Antiques By. Oka: <Media tidak disertakan> 10/07/25 15.42 - +34 674 94 ****: Like this styles

10/07/25 15.43 - Sabu Antiques By. Oka: Yes i can make 10/07/25 15.43 - +34 674 94 ****:



10/07/25 15.43 - Sabu Antiques By. Oka: This from ne

10/07/25 15.43 - +34 674 94 ****: Great, can you let me know prices & how long it would take to deliver to uluwatu

10/07/25 15.43 - +34 674 94 ****: Yes in your Instagram page

10/07/25 15.44 - +34 674 94 ****: Thank you :)

10/07/25 15.44 - Sabu Antiques By. Oka: Yes. You can check contact 10/07/25 15.46 - +34 674 94 ****: <Media tidak disertakan>

10/07/25 15.46 - +34 674 94 ****: This is very nice 10/07/25 15.47 - Sabu Antiques

By. Oka: Yes

10/07/25 15.47 - Sabu Antiques By. Oka: I will send picture of shape pots 10/07/25 15.47 - Sabu Antiques By. Oka: And what

do you like finishing 10/07/25 15.53 - +34 674 94 *****: What finish is this?

10/07/25 15.53 - +34 674 94 *****: I love this colour green 10/07/25 15. 59 - Sabu Antiques

By. Oka: Grèen celadon 10/07/25 16.01 - +34 674 94 *****: Ok so this finish



Appendix 18: Chat Between an Unnamed Client and Employee

02/09/25 06.44 - +33 6 15 84 *****: Pagi, I would be interested to know the price of these tiles please? Thanks

02/09/25 06.44 - +33 6 15 84 *****: <Media tidak disertakan>

02/09/25 06.44 - +33 6 15 84 *****: You were recommended by

02/09/25 06.44 - +33 6 15 84 *****: <Media tidak disertakan> 02/09/25 10.03 - Sabu Antiques By. Oka:

750.000/m²

02/09/25 10.07 - +33 6 15 84 *****: Do you have stock or do we need to preorder? If preorder, what is the waiting time ?

02/09/25 10.10 - Sabu Antiques By. Oka:

Preorder 02/09/25 10.10 - Sabu Antiques By.

Oka: How many m²? 02/09/25 10.20 - +33 6

15 84 *****: 12 or 24

02/09/25 10.25 - Sabu Antiques By. Oka: 1

month 02/09/25 10.26 - Sabu Antiques By.

Oka: 12m²? 02/09/25 10.32 - +33 6 15 84

*****: Yes or may be 24 m²

02/09/25 10.33 - +33 6 15 84 *****: Need to decide

02/09/25 10.33 - +33 6 15 84 *****: Can you make a discount if I

take 24? 02/09/25 10.35 - Sabu Antiques By. Oka: Good price

02/09/25 10.36 - +33 6 15 84 *****: Little

discount ? 02/09/25 10.36 - Sabu Antiques

By. Oka: 725.000/m²

02/09/25 10.40 - +33 6 15 84 *****: Ok I will ask my construction team to come

back to you 02/09/25 10.41 - +33 6 15 84 *****: My name is Anna

02/09/25 11.02 - Sabu Antiques By. Oka: Ok. My name Oka

Appendix 19: Chat Between an Unnamed Client and Employee

30/08/24 23.45 - +31 6 5140****: Hi Oka, how much is that in €?

30/08/24 23.45 - Sabu Antiques By. Oka: My workshop

30/08/24 23.45 - +31 6 5140****: Sorry, from here I can not reach your website 30/08/24 23.46 - +31 6 5140****: Looks good! I love your products and me and Marie-Louise were married at Bali

30/08/24 23.47 - +31 6 5140****: How long would it take to produce several pieces and ship them to Spain?

30/08/24 23.48 - Sabu Antiques By. Oka: 6 weeks

30/08/24 23.49 - +31 6 5140****: Can you give me a price in euro and is that a resellers price, how does it work?

30/08/24 23.50 - Sabu Antiques By. Oka: 20 euros 30/08/24 23.51 - Sabu Antiques By. Oka: 76 euroa 30/08/24 23.51 - Sabu Antiques By. Oka: Its good price 30/08/24 23.51 - +31 6 5140****: You are right!

31/08/24 00.23 - +31 6 5140****: My client is very interested. Waiting how many pieces are needed. Can you arrange transportation to Holland? Maybe I order extra pieces for my shop. 31/08/24 00.29 - Sabu Antiques By. Oka: How many pieces do you need

31/08/24 00.29 - +31 6 5140****: And please sent me a nice picture of the pot as a stand alone?

31/08/24 00.30 - Sabu Antiques By. Oka: On Instagram @sabuantiques

31/08/24 00.31 - Sabu Antiques By. Oka: For shipping cost. 1 container its good price 31/08/24 00.31 - Sabu Antiques By. Oka: What port ?

31/08/24 00.31 - +31 6 5140****: Rotterdam

31/08/24 00.32 - Sabu Antiques By. Oka: Ok. I will check

31/08/24 00.32 - +31 6 5140****: But not a complete container, please by m3 31/08/24 00.33 - +31 6 5140****: I do not know how many pieces yet

31/08/24 00.33 - Sabu Antiques By. Oka: Yes. I will check all price for shipping 31/08/24 00.33 - +31 6 5140****:

31/08/24 12.18 - Sabu Antiques By. Oka: <Media tidak disertakan> 31/08/24 12.18 - Sabu Antiques By. Oka: <Media tidak disertakan> 31/08/24 13.01 - +31 6 5140****: Thanks so much! Ad



05/09/24 21.13 - Sabu Antiques By. Oka: Sabuantiques.com

05/09/24 21.28 - +31 6 5140****: Hoi, yesterday I spoke to client. I get back to you



Appendix 20: Chat Between a Client named Myshrine bali and Employee

01/07/21 14.46 - Myshrine bali: Hello

01/07/21 14.46 - Myshrine bali: I with you mum

01/07/21 14.46 - Myshrine bali: And i wantt o make order for glazed tiles

01/07/21 14.46 - Myshrine bali: <Media tidak disertakan>

01/07/21 14.47 - Myshrine bali: <Media tidak disertakan>

01/07/21 14.47 - Myshrine bali: <Media tidak disertakan>

01/07/21 14.47 - Myshrine bali: <Media tidak disertakan>

01/07/21 14.48 - Sabu Antiques By. Oka: Bisa

01/07/21 14.48 - Myshrine bali: Punya photos

01/07/21 14.48 - Sabu Antiques By. Oka: Untuk tile?

01/07/21 14.48 - Myshrine bali: Location dimana

01/07/21 14.48 - Sabu Antiques By. Oka: sabu antiques Jl.bay pass ngurah rai No.744, Denpasar, Bali

<https://foursquare.com/v/4c727e9c57b6a1432791c5cc>

01/07/21 14.49 - Myshrine bali: <Media tidak disertakan>

01/07/21 15.02 - Myshrine bali: Im here

01/07/21 15.02 - Myshrine bali: Telepon suara tak terjawab

01/07/21 15.11 - Myshrine bali: <Media tidak disertakan>

01/07/21 15.14 - Myshrine bali: <Media tidak disertakan>

01/07/21 15.18 - Myshrine bali: <Media tidak disertakan>

01/07/21 15.39 - Sabu Antiques By. Oka: And white

01/07/21 16.15 - Myshrine bali: Hreat

14/07/21 15.31 - Myshrine bali: Hi when will the samples be ready ? 14/07/21 15.46 - Sabu Antiques By. Oka:

Tomorrow

14/07/21 15.52 - Myshrine bali: What time ? I

14/07/21 15.52 - Myshrine bali: Can I go Jek them in the morning 14/07/21 15.53 - Myshrine bali: My meeting at 1030?

14/07/21 15.58 - Sabu Antiques By. Oka: Ok

15/07/21 14.05 - Sabu Antiques By. Oka: <Media tidak disertakan> 15/07/21 14.06 - Myshrine bali: Wow nice

15/07/21 14.09 - Myshrine bali: Can you Gojek them Here ?



15/07/21 14.12 - Sabu Antiques By. Oka: Yes. manufacturing cost Idr.

100.000 15/07/21 14.12 - Myshrine bali: Per per meter ?

15/07/21 14.12 - Sabu Antiques By. Oka: For

sample 15/07/21 14.12 - Sabu Antiques By. Oka:

290.000

15/07/21 14.13 - Myshrine bali: Oh no problem x send you bank

details 15/07/21 14.14 - Sabu Antiques By. Oka: I delivered now

15/07/21 14.14 - Sabu Antiques By. Oka: You can pay in your

office 01/01/22 15.02 - Sabu Antiques By. Oka: <Media tidak disertakan>

01/04/23 16.52 - Kode keamanan Anda dengan Myshrine bali telah berubah.

Ketuk untuk info selengkapnya.

18/08/25 09.19 - Myshrine bali: Are you open

now 18/08/25 09.43 - Myshrine bali: <Media

tidak disertakan> 18/08/25 09.44 - Myshrine

bali:

18/08/25 10.25 - Sabu Antiques By. Oka: Close

18/08/25 10.34 - Sabu Antiques By. Oka:

<https://maps.app.goo.gl/3urb2y2jn8m1DwTb7> 18/08/25 10.34 - Sabu Antiques

By. Oka: Open

18/08/25 10.35 - Myshrine bali: All good I message your son Xx all good got the

potential 18/08/25 10.36 - Sabu Antiques By. Oka: 🍌 🍌

Appendix 21: Chat Between a Client named Luke Mesiti and Employee

31/03/25 14.24 - Luke Mesiti: Hello, wondering if you have 2 of these pots in stock? 31/03/25 14.26 - Luke Mesiti: <https://www.sabuantiques.com/Npottery.php?id=184> 31/03/25 14.26 - Luke Mesiti: Or 2 of these in stock?

31/03/25 14.28 - Sabu Antiques By. Oka: I will check

02/04/25 12.44 - Luke Mesiti: Hello. Did you manage to find 2 of the same pots? 02/04/25 17.35 - Sabu Antiques By. Oka: IMG-20250402-WA0004.jpg (file terlampir) I have different size h.95xD.75cm idr. 1.450.000

02/04/25 17.36 - Sabu Antiques By. Oka: IMG-20250402-WA0006.jpg (file terlampir) H.65xD.60 idr 850.

06/04/25 11.48 - Luke Mesiti: <https://www.sabuantiques.com/Npottery.php?id=188> 06/04/25 11.48 - Luke Mesiti: Do you have 2 pots this colour, the same size?

06/04/25 13.47 - Sabu Antiques By. Oka: I dont have.

Order? 07/04/25 12.24 - Luke Mesiti: Do you deliver to Sayan in Ubud? 07/04/25 12.49 - Sabu Antiques By. Oka: Yes

07/04/25 15.05 - Luke Mesiti: Can I please order 2 x h110 x D95cm 07/04/25 15.20 - Sabu Antiques By. Oka: 1 month

07/04/25 15.20 - Luke Mesiti: Ok.

11/04/25 16.03 - Sabu Antiques By. Oka: Anda menghapus pesan ini 11/04/25 16.03 - Sabu Antiques By. Oka: Anda menghapus pesan ini

22/04/25 10.07 - Luke Mesiti: Halo, roughly what date do you think the pots will be ready? 29/04/25 10.55 - Luke Mesiti: Halo, do you know when you will have the pots?

30/04/25 15.24 - Sabu Antiques By. Oka: I have only size

100x90cm 01/05/25 08.22 - Luke Mesiti: That is ok.

01/05/25 11.54 - Luke Mesiti: When will they be delivered? 01/05/25 11.55 - Sabu Antiques By.

Oka: 1 week

06/05/25 17.41 - Luke Mesiti: What day will the pots be delivered? 09/05/25 08.41 - Luke Mesiti: Are the pots still coming this week? 11/05/25 11.45 - Luke Mesiti: null

11/05/25 15.11 - Sabu Antiques By. Oka: IMG-20250511-WA0007.jpg (file terlampir) the glaze result will be tomorrow

14/05/25 13.52 - Sabu Antiques By. Oka: IMG-20250514-WA0015.jpg (file terlampir) 18/05/25 10.28 - Luke Mesiti: Halo, what day will the pots be delivered?



Appendix 22: Chat Between an unnamed Client and Employee

24/07/25 18.30 - +65 9295 9460: Hi Sabu Antiques, Melissa here. I love your turquoise glazed pots, looking to buy one

24/07/25 18.31 - +65 9295 *****: But I live in Singapore... Can you ship to Singapore? 24/07/25 18.31 - +65 9295 *****:

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.31 - +65 9295 *****: I'm looking for this kind of colour 24/07/25 18.32 - Sabu Antiques By. Oka: <Media tidak disertakan>

24/07/25 18.33 - +65 9295 *****: <Media tidak disertakan>

24/07/25 18.33 - +65 9295 *****: size around this size, I think bigger also can... To put money plant

24/07/25 18.34 - Sabu Antiques By. Oka: Yes maybe 50x50cm

24/07/25 18.35 - +65 9295 *****: Any others? Can just send me the photos, thanks 24/07/25 18.35 - +65 9295 *****: this one the walls are a bit straight...

I like more curved 24/07/25 18.36 - Sabu Antiques By. Oka: Yes i will sent pictures

24/07/25 18.36 - +65 9295 *****: Ok thank you

28/07/25 17.06 - Sabu Antiques By. Oka: <Media tidak disertakan>

29/07/25 12.50 - +65 9295 *****: Thanks for the photos... I think these are a bit

too big already. I measured my other pot, it's about 26cm height x 26cm diameter. You have anything closer to that size?

29/07/25 12.50 - +65 9295 ****: <Media tidak

disertakan> 29/07/25 13.23 - Sabu Antiques By. Oka:

<Media tidak disertakan>

29/07/25 13.35 - +65 9295 ****: Yeah this size is ok, turquoise colour



Appendix 23: Chat Between an unnamed Client and Employee

30/08/24 23.15 - +31 6 5140****: <Media tidak disertakan>
 30/08/24 23.38 - +31 6 5140****: <Media tidak disertakan>
 30/08/24 23.43 - Sabu Antiques By. Oka: H.30cmx D.30cm
 IDR. 350.000 30/08/24 23.44 - Sabu Antiques By. Oka:
 H.100cmxD.80cm Idr. 1.300.000 30/08/24 23.44 - Sabu
 Antiques By. Oka: Im Oka from sabu antiques Bali 30/08/24
 23.45 - Sabu Antiques By. Oka: <Media tidak disertakan>
 30/08/24 23.45 - Sabu Antiques By. Oka: <Media tidak
 disertakan> 30/08/24 23.45 - Sabu Antiques By. Oka: <Media
 tidak disertakan> 30/08/24 23.45 - Sabu Antiques By. Oka:
 <Media tidak disertakan> 30/08/24 23.45 - Sabu Antiques By.
 Oka: <Media tidak disertakan> 30/08/24 23.45 - Sabu Antiques
 By. Oka: <Media tidak disertakan> 30/08/24 23.45 - Sabu
 Antiques By. Oka: <Media tidak disertakan> 30/08/24 23.45 -
 +31 6 5140****: Hi Oka, how much is that in €?
 30/08/24 23.45 - Sabu Antiques By. Oka: My workshop
 30/08/24 23.45 - +31 6 5140****: Sorry, from here I can not reach your
 website 30/08/24 23.46 - +31 6 5140****: Looks good! I love your
 products and me and Marie-Louise were married at Bali
 30/08/24 23.47 - +31 6 5140****: How long would it take to produce several
 pieces and ship them to Spain?
 30/08/24 23.48 - Sabu Antiques By. Oka: 6 weeks
 30/08/24 23.49 - +31 6 5140****: Can you give me a price in euro and is that a
 resellers price, how does ik work?
 30/08/24 23.50 - Sabu Antiques By. Oka:
 20 euros 30/08/24 23.51 - Sabu Antiques
 By. Oka: 76 euroa 30/08/24 23.51 - Sabu
 Antiques By. Oka: Its good price 30/08/24
 23.51 - +31 6 5140****: You are right!

31/08/24 00.23 - +31 6 5140****: My client is very interested. Waiting how many pieces are needed. Can you arrange transportation to Holland? Maybe I order extra pieces for my shop. 31/08/24 00.29 - Sabu Antiques By. Oka: How many pieces do you need

31/08/24 00.29 - +31 6 5140****: And please sent me a nice picture of the pot as a stand alone?



31/08/24 00.30 - Sabu Antiques By. Oka: On Instagram @sabuantiques

31/08/24 00.31 - Sabu Antiques By. Oka: For shipping cost. 1 container its good price 31/08/24 00.31 - Sabu Antiques By. Oka: What port ?

31/08/24 00.31 - +31 6 5140****: Rotterdam

31/08/24 00.32 - Sabu Antiques By. Oka: Ok. I will check

31/08/24 00.32 - +31 6 5140****: But not a complete container, please by m3 31/08/24 00.33 - +31 6 5140****: I do not know how many pieces yet

31/08/24 00.33 - Sabu Antiques By. Oka: Yes. I will check all price for shipping 31/08/24 00.33 - +31 6 5140****:

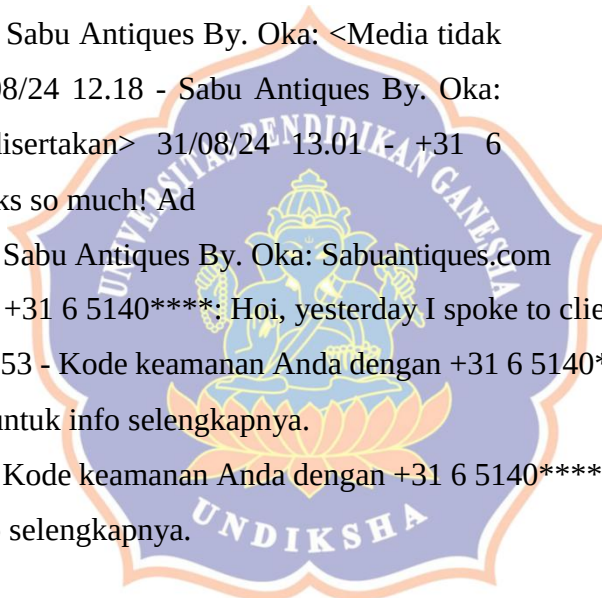
31/08/24 12.18 - Sabu Antiques By. Oka: <Media tidak disertakan> 31/08/24 12.18 - Sabu Antiques By. Oka:

<Media tidak disertakan> 31/08/24 13.01 - +31 6 5140****: Thanks so much! Ad

05/09/24 21.13 - Sabu Antiques By. Oka: Sabuantiques.com

05/09/24 21.28 - +31 6 5140****: Hoi, yesterday I spoke to client. I get back to you 29/11/24 06.53 - Kode keamanan Anda dengan +31 6 5140**** telah berubah. Ketuk untuk info selengkapnya.

16/04/25 20.02 - Kode keamanan Anda dengan +31 6 5140**** telah berubah. Ketuk untuk info selengkapnya.



Appendix 24: Chat Between a Client named oronjohn594 and Employee

04/06/25 12.44 - Pesan dan telepon terenkripsi secara end-to-end. Hanya orang di obrolan ini yang bisa membaca, mendengarkan, atau membagikannya. *Pelajari selengkapnya*.

04/06/25 12.44 - oronjohn594 kini menjadi kontak

04/06/25 12.44 - oronjohn594: Hello this is John Orton new number

David will be there in the ballroom at the Prama Resort at 10:00 to borrow for your delivery He has the cash to pay you the balance

Just making sure they all hold water now.

Please bring the small one I brought back to you along with the other 6.

Also please have them show this letter to the guard at the gate Go around to the Ballroom at the back. Please call David if you have any problems. Thank you my friend.

04/06/25 12.45 - oronjohn594: David Robertson.vcf (file terlampir) 04/06/25 12.45 - oronjohn594: <Media tidak disertakan>

04/06/25 12.49 - oronjohn594: David Robertson.vcf (file terlampir) 05/06/25 15.23 - oronjohn594: Yes that is the right vase

They can just please leave on the stage in the ballroom Thanks!!!!

05/06/25 16.11 - Sabu Antiques By. Oka: Where location?

<Pesan ini diedit> 05/06/25 16.12 - Sabu Antiques By. Oka: Can I send it via Gojek?

05/06/25 16.12 - oronjohn594: Ballroom stage

05/06/25 16.12 - oronjohn594: Yes you could leave at hotel front desk for John Orton AA convention

05/06/25 16.13 - ortonjohn594: Thank you!!!

05/06/25 16.59 - Sabu Antiques By. Oka: Halo, kamu bisa ngecek posisi terakhir paket GoSend yang lagi dikirim di sini, ya...

<https://track.gojek.com/?id=e0de16df>

05/06/25 17.04 -

ortonjohn594: Ok At

hotel desk?

05/06/25 17.05 - Sabu Antiques By. Oka: Yes. You can

cek 05/06/25 17.06 - Sabu Antiques By. Oka: <Media tidak disertakan>



05/06/25 17.06 - ortonjohn594: Ok

suksma 18/04/26 14.29 - ortonjohn594:

Hello

I bought some big vases from you last year that you delivered to the Prama in June I am coming by next Thursday probably around 11 to order again

Can you make a glaze this color green?

18/04/26 14.29 - ortonjohn594: <Media tidak

disertakan> 18/04/26 14.31 - ortonjohn594: Kadek

my name is John Orton 18/04/26 14.40 - Sabu

Antiques By. Oka: Like lemon?

18/04/26 14.45 - ortonjohn594: I think you had some pieces that I can

show you 18/04/26 14.48 - Sabu Antiques By. Oka: Ya, you can see it

in the shop later 18/04/26 15.00 - ortonjohn594: Suksma yaa

22/04/26 19.33 - ortonjohn594: Hello

We are coming tomorrow morning around 11 or 1130 to make an

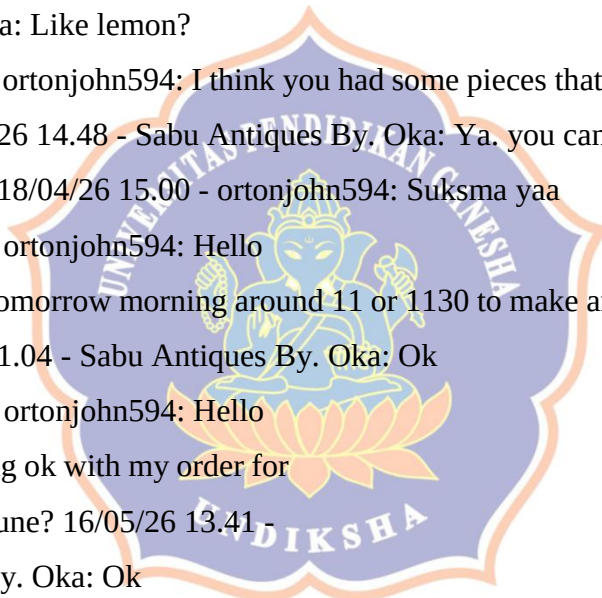
order 22/04/26 21.04 - Sabu Antiques By. Oka: Ok

16/05/26 08.43 - ortonjohn594: Hello

Kadek Everything ok with my order for

the Prama on 4 June? 16/05/26 13.41 -

Sabu Antiques By. Oka: Ok



Appendix 25: Chat Between a Client named Elena Bachurina and Employee

16/10/25 13.31 - Pesan dan telepon terenkripsi secara end-to-end. Hanya orang di obrolan ini yang bisa membaca, mendengarkan, atau membagikannya. *Pelajari selengkapnya*.

16/10/25 13.31 - Elena Bachurina kini menjadi
kontak 16/10/25 13.31 - Elena Bachurina: Hello!

I would like to visit your place today. Till what time you
are working? Can I transfer money or I have to pay cash?

Thank you

16/10/25 13.33 - Sabu Antiques By. Oka: Yes

16/10/25 13.33 - Sabu Antiques By. Oka:

<https://maps.app.goo.gl/3urb2y2jn8m1DwTb7> 16/10/25 13.43 - Elena Bachurina:
You work till 20.00?

16/10/25 13.45 - Sabu Antiques By. Oka:

Yes 24/10/25 11.58 - Elena Bachurina:

Selamat siang!

Hari ini kami berencana datang ke tempat Anda untuk membeli pot.

Apakah Anda bisa mengatur pengiriman pot yang kami beli ke vila kami? Kami
khawatir jika menggunakan jasa pengiriman biasa, pot-pot tersebut bisa pecah.

24/10/25 12.12 - Sabu Antiques By. Oka: Bisa

26/10/25 16.37 - Elena Bachurina: Apakah Anda bekerja hingga pukul 20.00 hari

ini? 26/10/25 16.38 - Elena Bachurina: Kami terakhir kali salah jalan dan tidak
sempat datang ke tempat Anda. Sekarang kami berangkat dari Bukita.

26/10/25 16.49 - Sabu Antiques By. Oka: Buka

26/10/25 16.49 - Sabu Antiques By. Oka:

<https://maps.app.goo.gl/3urb2y2jn8m1DwTb7> 26/10/25 16.49 - Sabu Antiques
By. Oka: Saya tunggu

26/10/25 18.53 - Sabu Antiques By. Oka: <Media tidak
disertakan> 26/10/25 18.54 - Sabu Antiques By. Oka:

<Media tidak disertakan> 26/10/25 18.54 - Sabu

Antiques By. Oka: <Media tidak disertakan>

27/10/25 09.27 - Elena Bachurina: Morning! Could you please prepare

blue set also 27/10/25 10.24 - Sabu Antiques By. Oka: Blue?

27/10/25 10.25 - Elena Bachurina: Yes. One big and two small. We made it yesterday but and the last moment decided not to buy it. So now I need it)

27/10/25 10.48 - Sabu Antiques By. Oka: <Media tidak

disertakan> 27/10/25 10.48 - Elena Bachurina: Light blue

27/10/25 10.48 - Elena Bachurina: Not there



27/10/25 10.49 - Elena Bachurina: It was one big, shiny

27/10/25 10.49 - Sabu Antiques By. Oka: <Media tidak

disertakan> 27/10/25 10.49 - Elena Bachurina: Yes

27/10/25 10.51 - Sabu Antiques By. Oka: When delivery?

27/10/25 10.52 - Sabu Antiques By. Oka: 1.050.000 <Pesan ini diedit>

27/10/25 10.52 - Elena Bachurina: We agreed that you would prepare all the pots, wash them, pack them, and when everything is ready, I will make the payment and they can be delivered. So, I am waiting for you to get the pots ready for shipment. It can be done today if you have time, or tomorrow if necessary.

27/10/25 13.27 - Elena Bachurina: Let me know, when pots will be ready for delivery to plan my day. Thank you

27/10/25 13.34 - Sabu Antiques By. Oka: Where

location? 27/10/25 13.34 - Elena Bachurina:

<https://maps.app.goo.gl/djWXLwBmpRckDfDY6>

?g_st=ipc

27/10/25 14.53 - Elena Bachurina: In that case, let's do it this way. You prepare everything for shipment—send the car to us. We will receive it, check that everything has arrived safely, and pay for the pots. Agreed?

27/10/25 17.12 - Sabu Antiques By. Oka: Ok

27/10/25 23.32 - Sabu Antiques By. Oka: <Media tidak

disertakan> 27/10/25 23.33 - Sabu Antiques By. Oka: I

will send it tomorrow

29/10/25 13.42 - Elena Bachurina: Hello! Nobody work today at

Sunset road? 29/10/25 13.47 - Elena Bachurina:

29/10/25 15.22 - Sabu Antiques By. Oka: Udik.vcf (file

terlampir) 07/03/26 13.51 - Elena Bachurina: Good

afternoon!

I bought flower pots from you. Could you produce pallets for these pots? I need about 15 pieces of different diameters and different colors.

If you can reproduce it, how much will it cost? For example, a colored pallet with an inner diameter of 25cm, 35cm and 50cm

How long the production will takes?

07/03/26 13.52 - Elena Bachurina: <Media tidak

disertakan> 07/03/26 13.52 - Elena Bachurina:

Thank you

07/03/26 16.00 - Sabu Antiques By. Oka: I will chèque

09/03/26 11.53 - Elena Bachurina: Good morning! Do you have

any news? 09/03/26 11.59 - Sabu Antiques By. Oka: Preorder



09/03/26 11.59 - Sabu Antiques By. Oka: You need glaze? 09/03/26 11.59 - Elena Bachurina:

Yes

09/03/26 12.00 - Elena Bachurina: What price for each size and how long to wait? 09/03/26 12.01 - Sabu Antiques By. Oka: Price

25cm 35.000

35cm 45.000

50cm 75.000

4 weeks

09/03/26 12.01 - Sabu Antiques By. Oka: Price with glaze 09/03/26 12.01 - Sabu Antiques By.

Oka: What colors?

09/03/26 12.01 - Elena Bachurina: Ok, I will come back today later.

Thank you 09/03/26 12.02 - Elena Bachurina: I will prepare all detailed information for you 09/03/26 12.02 - Elena Bachurina: What about payment? What % prepayment 09/03/26 12.03 - Sabu Antiques By. Oka: Yes 50% for deposit

09/03/26 12.03 - Elena Bachurina: Colors will be different. Also as sizes 09/03/26 12.04 - Sabu Antiques By. Oka: Ok. Send me details

09/03/26 12.04 - Elena Bachurina: 4 weeks including holidays (because they are soon)?

<Pesan ini diedit>

09/03/26 12.04 - Sabu Antiques By. Oka: Yes 4 weeks from deposit 11/03/26 12.07 - Elena Bachurina: Good morning!

I am ready with details. I will send you the picture of every pot do you can see the color and the size I need for pallet.

Please, pay your attention that the i send you the size of inner

diameter. 11/03/26 12.08 - Elena Bachurina: <Media tidak disertakan>

11/03/26 12.16 - Elena Bachurina: Please, calculate the cost of production of all pot's pallets with glaze the same as pot color.

Thank you

12/03/26 12.45 - Elena Bachurina: Good afternoon!

Just remind that I am waiting for cost of production of all pallets for pots Thank you <Pesan ini diedit>

12/03/26 12.59 - Sabu Antiques By. Oka: Wait

15/03/26 12.11 - Sabu Antiques By. Oka: <Media tidak disertakan>



15/03/26 14.34 - Elena Bachurina: Hello!

Just checking if we understand each other correctly.

I need 23 pallets for pots with different inner diameter (details below). Also I need different colors - so I send you pictures of each color before

25 - 3

26 - 2

20 - 5

18 - 4

28 - 4

22

23

34

38 - 2

In your pdf document there is another information regarding size.

15/03/26 15.10 - Sabu Antiques By. Oka: Yes. for the color after the base

becomes terracotta 15/03/26 19.14 - Elena Bachurina: What about sizes in your document? It is different from mine

15/03/26 19.31 - Sabu Antiques By. Oka: <Media tidak disertakan>

15/03/26 19.34 - Sabu Antiques By. Oka: Inner 20 thick 2cmx2 =24cm and space 1cm total 25cm

15/03/26 21.50 - Elena Bachurina: Só in your document total

diameter, right? 15/03/26 22.17 - Sabu Antiques By. Oka: Yes

18/03/26 14.16 - Elena Bachurina: Good afternoon!

I noticed a discrepancy in the data.

In my list, the quantities and sizes are different from what you provided.

For example, I have 5 pots with an inner diameter of 20 cm, while your list shows 5 pots with a diameter of 27 cm.

I'm not quite sure what this difference is due to.

Could you please clarify?

18/03/26 14.22 - Elena Bachurina: I suggest making one test sample first to ensure

that we understand each other correctly.

After that, we will measure and check everything.

If everything is fine, we can proceed with the full production.



27/03/26 10.35 - Elena Bachurina: Good afternoon! Could you please answer message *28/03/26 00.29 - Sabu Antiques By. Oka: Progress

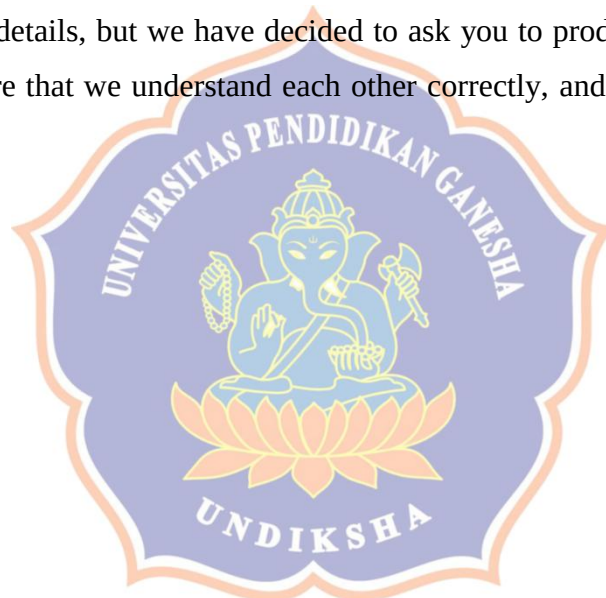
28/03/26 08.05 - Elena Bachurina: Good afternoon! Could you please explain what you mean “progress”? Thank you

05/04/26 11.54 - Elena Bachurina: Good afternoon! Could you please tell me if you are taking our order?

I'm worry that you stopped responding and I don't understand why.

Thank you

05/04/26 11.56 - Elena Bachurina: We have discussed a large order with you and clarified all the details, but we have decided to ask you to produce a test sample first to make sure that we understand each other correctly, and then to order the entire batch.



Appendix 26: Chat Between a Client named Elena Bachurina and Employee

26/09/25 11.49 - Dan: Hello, please tell me the price of this and can you make two - this colour? Suksma 🏹

26/09/25 11.50 - Dan: <Media tidak disertakan> 26/09/25 11.50 - Dan:

<Media tidak disertakan> 26/09/25

11.51 - Dan: 40cm diameter

26/09/25 11.51 - Dan: <Media tidak disertakan> 26/09/25 12.15 - Sabu Antiques

By. Oka: 250.000 26/09/25 12.15 - Dan:

You can do in the colour? 26/09/25 12.16 -

Dan: What size is the one in the photo?

26/09/25 12.18 - Sabu Antiques By. Oka: I will check 26/09/25 12.18 - Dan: Thank you

26/09/25 12.31 - Dan: You can make the pots in this colour ya? 26/09/25 12.39 - Sabu Antiques By. Oka: I will check

26/09/25 12.39 - Sabu Antiques By. Oka:

terracotta material 26/09/25 13.19 - Dan: Can you do the colour?

26/09/25 13.20 - Dan: Or a colour very

similar? 26/09/25 16.51 - Dan: Can I

please order some?

26/09/25 18.21 - Sabu Antiques By. Oka:

<https://sabuantiques.com/warna.php> 26/09/25 18.21 - Sabu

Antiques By. Oka: You can check here for color 26/09/25 20.29 -

Dan: Sorry, I can't load the pictures

26/09/25 20.30 - Dan: Can you choose one for me closest colour

to this one 26/09/25 20.30 - Dan: <Media tidak disertakan>

28/09/25 15.04 - Dan: How did you

go? 28/09/25 15.05 - Dan: Can I ask

deer some pots?

28/09/25 18.21 - Sabu Antiques By. Oka: <Media tidak

disertakan> 28/09/25 18.35 - Dan: Can I please order 4 x pots

in the Turkuise colour * 28/09/25 18.35 - Dan: This style with

the scales

28/09/25 18.43 - Sabu Antiques By. Oka: Ok

28/09/25 18.43 - Dan: Thank you * can I please get them delivered to Sanur port
when they are done

28/09/25 18.44 - Dan: How long will they take?



28/09/25 18.46 - Sabu Antiques By. Oka: This size h.35 n

D.30cm 28/09/25 18.47 - Sabu Antiques By. Oka: top
hole 19cm

28/09/25 18.47 - Sabu Antiques By. Oka: Price
250.000 28/09/25 18.52 - Dan: Can you make
them 60 h? D.45?

28/09/25 19.00 - Sabu Antiques By. Oka: If you change size i
will male new 28/09/25 19.00 - Dan: Yes, how much for new
size?

28/09/25 19.01 - Sabu Antiques By. Oka:
600.000 28/09/25 19.01 - Dan: Can I get 2

for 1.000.000? 28/09/25 19.02 - Dan:

That is my budget

28/09/25 19.03 - Sabu Antiques By. Oka: 1.100 for 2

28/09/25 19.04 - Dan: And can you drop off at Prema cargo at Sanur
harbour? 28/09/25 19.04 - Dan: When ready?

28/09/25 19.05 - Sabu Antiques By. Oka:

1 month 28/09/25 19.05 - Dan: Ok

28/09/25 19.06 - Dan: Please send invoice and I'll pay
deposit 28/09/25 19.18 - Sabu Antiques By. Oka: <Media
tidak disertakan> 28/09/25 19.27 - Dan: Thank you,

please start making asap 28/09/25 19.34 - Sabu

Antiques By. Oka: Ok

28/10/25 11.03 - Dan: Hello, are the pots ready
please? 28/10/25 19.21 - Dan: Hello

28/10/25 19.24 - Sabu Antiques By. Oka: Sorry, I'm still waiting for an answer
from the pottryman.

28/10/25 19.32 - Dan: Thank you

05/11/25 15.50 - Dan: Hello, are the pots ready?

05/11/25 16.08 - Sabu Antiques By. Oka: <Media tidak disertakan>

05/11/25 16.08 - Sabu Antiques By. Oka: Next week. there is a weather problem
05/11/25 16.09 - Dan: That is ok, just let me know when finish please *thank you
05/11/25 16.09 - Sabu Antiques By. Oka: Sorry to the late. if i burn it it will crack
05/11/25 16.10 - Dan: All good, just do when is safe 🚫

08/11/25 10.20 - Dan: Hello

08/11/25 10.22 - Sabu Antiques By. Oka: I have a wedding event. I will send it next week
08/11/25 10.22 - Dan: Thank you *



08/11/25 10.22 - Dan: Enjoy the

wedding 🍷 11/11/25 12.49 - Dan:

Hello ✨

13/11/25 09.55 - Dan: How are the pots

going? 13/11/25 16.44 - Dan: Hello

13/11/25 21.21 - Sabu Antiques By. Oka: Saturday I just opened

again 13/11/25 21.21 - Sabu Antiques By. Oka: I will tell you

15/11/25 13.51 - Dan:

Hello 🍷 19/11/25 15.44 -

Dan: How is my pots?

20/11/25 08.29 - Dan:

Pagi

20/11/25 11.44 - Sabu Antiques By. Oka: Pagi. still in the

kiln 20/11/25 12.03 - Dan: Thank you

20/11/25 12.03 - Dan: When ready please?

25/11/25 07.13 - Dan: Hello, how are the pots

looking? 25/11/25 11.12 - Dan: Hello, when can

you send please? 26/11/25 08.28 - Dan: Hello

26/11/25 10.56 - Dan: How are you?

26/11/25 12.51 - Sabu Antiques By. Oka: <Media tidak

disertakan> 26/11/25 13.17 - Dan: How about the colour?

26/11/25 20.37 - Dan: When will be ready?

26/11/25 22.12 - Sabu Antiques By. Oka: Next week it will be burned again at a

temperature of 1000°C

26/11/25 22.12 - Sabu Antiques By. Oka: with

glazed 27/11/25 05.55 - Dan: Ok, thank you.

When will it be ready? 29/11/25 16.08 - Dan:

Hello

30/11/25 14.37 - Dan: Is the

pot painted 01/12/25 09.55 -

Dan: Hello

04/12/25 06.00 - Dan: Hi where are my pots?

Thank you 05/12/25 07.51 - Dan: Hello

05/12/25 20.47 - Dan: How are the pots

06/12/25 22.41 - Sabu Antiques By. Oka: <Media tidak

disertakan> 07/12/25 11.15 - Dan: Amazing [£](#)

07/12/25 13.55 - Dan: When painted?

08/12/25 14.42 - Sabu Antiques By. Oka: <Media tidak disertakan>



08/12/25 14.42 - Sabu Antiques By. Oka: <Media tidak disertakan> 08/12/25 15.13 - Dan: Great, when will they be ready for delivery? 09/12/25 14.27 - Dan: How are the pots?

11/12/25 14.28 - Dan: Are they ready for sending?

12/12/25 03.14 - Sabu Antiques By. Oka: waiting for the driver 12/12/25 14.54 - Dan: Coming today?

18/12/25 20.44 - Sabu Antiques By. Oka: Location?

18/12/25 21.30 - Dan:

https://maps.app.goo.gl/vwdgeRuBFFeCaPoe7?g_st=iw 18/12/25 21.30 - Dan: Name KENYA

18/12/25 21.30 - Dan: send to Prema cargo 18/12/25 21.30 - Dan: Sanur

18/12/25 21.31 - Dan: Tell them Name KENYA 21/12/25 19.14 - Dan: Hello

21/12/25 19.22 - Sabu Antiques By. Oka: Tommorrow i will send 21/12/25 19.27 - Dan: ✈️

24/12/25 11.40 - Sabu Antiques By. Oka: <Media tidak disertakan> 24/12/25 11.41 - Dan: ✈️

24/12/25 12.58 - Sabu Antiques By. Oka: KENYA Balance? 24/12/25 13.40 - Dan: Has it arrived at Lembongan? 24/12/25 14.12 - Sabu Antiques By. Oka: Ok 29/12/25 12.24 - Dan: Where are the pots?

29/12/25 12.33 - Sabu Antiques By. Oka: Anda menghapus pesan ini 29/12/25 12.40 - Sabu Antiques By. Oka: On cargo 29/12/25 12.41 - Sabu Antiques By. Oka: already loaded 29/12/25 12.41 - Dan: Today?

29/12/25 12.42 - Dan: What company did you use and what name under? 29/12/25 12.42 - Sabu Antiques By. Oka: since December 21st



<Pesan ini diedit> 29/12/25 12.42 - Sabu Antiques By. Oka: Kenya
29/12/25 12.43 - Sabu Antiques By. Oka: Sabu
gentong 29/12/25 12.43 - Dan: ??????
29/12/25 12.47 - Dan: Ok
29/12/25 18.03 - Dan: What ferry company did you send
with? 29/12/25 19.28 - Sabu Antiques By. Oka: This



26/01/26 19.44 - Sabu Antiques By.

Oka: Hello 27/01/26 08.03 - Dan:

Hello 🙏

27/01/26 08.03 - Dan: I finally found

the pots 🙏 27/01/26 08.03 - Dan: There

were at rocky not Prema 27/01/26 09.03 -

Dan: <Media tidak disertakan> 27/01/26

09.03 - Dan: Here is remainder of

payment *



Appendix 27: Chat Between a Client named albert and Employee

23/04/26 22.16 - albert: <Media tidak disertakan> 23/04/26 22.16 - albert: And tell me height please 23/04/26 22.17 - albert: And is it cracked or broken? 23/04/26 22.20 - Sabu Antiques By. Oka: No broken 23/04/26 22.20 - Sabu Antiques By. Oka: I will check tomorrow 23/04/26 22.21 - Sabu Antiques By. Oka: 2.100.000 23/04/26 22.38 - albert: Check the size tomorrow please 23/04/26 22.39 - albert: I need delivery to Ubud 23/04/26 22.40 - Sabu Antiques By. Oka: Delivery cost 200,000 23/04/26 22.41 - albert: Let's do 1.5 juta total including delivery to Ubud 23/04/26 22.41 - Sabu Antiques By. Oka: Sorry Can't 23/04/26 22.42 - albert: Yes if tomorrow I can deliver and I pay cash 23/04/26 22.43 - Sabu Antiques By. Oka: 2.250.000 23/04/26 22.43 - albert: My budget is 1.5 juta pak 23/04/26 22.44 - albert: Plus 200k for delivery ok 23/04/26 22.44 - Sabu Antiques By. Oka: Sorry 23/04/26 22.44 - albert: 1.7 juta total 24/04/26 11.24 - albert: Pagi 24/04/26 11.24 - albert: What is the size of the pot 24/04/26 11.24 - albert: Please send 🙏 24/04/26 11.52 - Sabu Antiques By. Oka: H.105

x D.100cm 24/04/26 11.53 - albert: Give me

your best price pak 24/04/26 11.55 - Sabu

Antiques By. Oka: 2.250.000 24/04/26 14.01 -

albert: 2 million?

24/04/26 14.01 - albert: Today

I can buy 24/04/26 18.18 -

albert: ?

24/04/26 19.17 - albert: Ok pak, 2.250.000 I will

buy 24/04/26 19.17 - albert: Send tomorrow to

Ubud

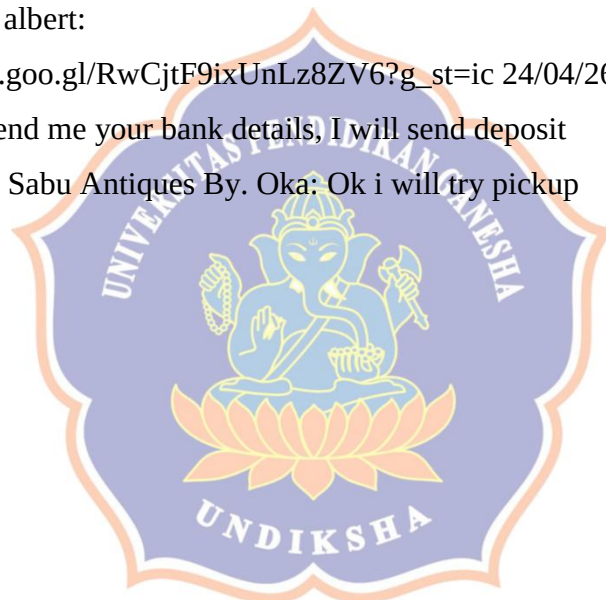
24/04/26 19.17 - albert:

https://maps.app.goo.gl/RwCjtF9ixUnLz8ZV6?g_st=ic 24/04/26

19.17 - albert: Send me your bank details, I will send deposit

24/04/26 19.19 - Sabu Antiques By. Oka: Ok i will try pickup

tomorrow



24/04/26 21.22 - albert: Be careful please, don't break it

25/04/26 01.04 - Sabu Antiques By. Oka: <Media tidak disertakan> 25/04/26 01.04 - Sabu Antiques By. Oka: <Media tidak disertakan> 25/04/26 07.56 - albert: Ok what time delivery?

25/04/26 07.56 - albert: My restaurant is across the street

25/04/26 15.43 - Sabu Antiques By. Oka: <Media tidak disertakan> 25/04/26 15.57 - albert: Ok



Appendix 28: Chat Between an unnamed Client and Employee

27/05/26 11.46 - +61 401 75****: Hello how are you?

27/05/26 11.46 - +61 401 75****: Do you have anything similar to these pots or anything in this colour ?

27/05/26 11.46 - +61 401 75****: <Media tidak disertakan> 27/05/26 12.20 - Sabu Antiques By.

Oka: size?

27/05/26 12.42 - +61 401 75****: Any size but height above 1 meter please 27/05/26 12.44 - Sabu Antiques By. Oka: <Media

tidak disertakan> 27/05/26 12.44 - Sabu Antiques By. Oka:

<Media tidak disertakan> 27/05/26 12.44 - Sabu Antiques By.

Oka: Before glaze

27/05/26 12.45 - +61 401 75****: Ok

thanks What are the dimensions of each?

and it can be glazed the same colour in the sample I sent?

27/05/26 12.45 - Sabu Antiques By. Oka: If you want, i can glaze it with turquoise

color. 27/05/26 12.48 - Sabu Antiques By. Oka: H.130 D.60 idr 1.750.000 after glaze

27/05/26 12.49 - Sabu Antiques By. Oka: <Media tidak disertakan>

27/05/26 12.53 - +61 401 75****: Do you have 3 available all the

same size? 27/05/26 12.59 - Sabu Antiques By. Oka: <Media tidak disertakan>

27/05/26 12.59 - +61 401 75****: This one is good. Do you have 3 available all the same size ?

27/05/26 13.00 - Sabu Antiques By. Oka:

Only 1 27/05/26 13.00 - +61 401 75****:

Oh

27/05/26 13.00 - +61 401 75****: Not possible

to get three? 27/05/26 13.01 - Sabu Antiques By.

Oka: Pre order 6 weeks 27/05/26 13.03 - +61 401

75****: Ah that will be too long.

What other options are there? With three of the exact same ? 27/05/26 13.03 - Sabu Antiques By. Oka:

<Media tidak disertakan>

27/05/26 13.03 - +61 401 75****: Which part is 60cm? The top or the bottom? 27/05/26 13.04 - Sabu Antiques By. Oka: Sorry 65cm

27/05/26 13.07 - Sabu Antiques By. Oka: <Media tidak disertakan> 27/05/26 16.13 - +61 401 75****: <Media tidak disertakan>

27/05/26 16.13 - +61 401 75****: Do you have anything similar to this?



27/05/26 16.31 - +61 401 75****: <Media tidak disertakan>

27/05/26 16.31 - +61 401 75****: Or three pots like this that we can glaze in turquoise? 27/05/26 16.36 - Sabu Antiques By. Oka: <Media tidak disertakan>

27/05/26 16.37 - Sabu Antiques By. Oka: <Media tidak disertakan> 27/05/26 17.49 - +61 401 75****: How long does it take to glaze? 27/05/26 17.51 - Sabu Antiques By.

Oka: How many pcs ?

27/05/26 17.51 - +61 401 75****: Will need three pieces 27/05/26 17.51 - Sabu Antiques

By. Oka: 5-7 days 27/05/26 17.56 - +61 401

75****: Ok great

27/05/26 18.38 - Sabu Antiques By. Oka: Which

one? 27/05/26 18.51 - +61 401 75****: Price ?

27/05/26 18.51 - +61 401 75****: Price?

27/05/26 18.52 - Sabu Antiques By. Oka:

1.350.000 27/05/26 18.52 - Sabu

Antiques By. Oka: 1.000.000 28/05/26

11.06 - +61 401 75****: Hello

Could I please order the

following 28/05/26 11.06 -

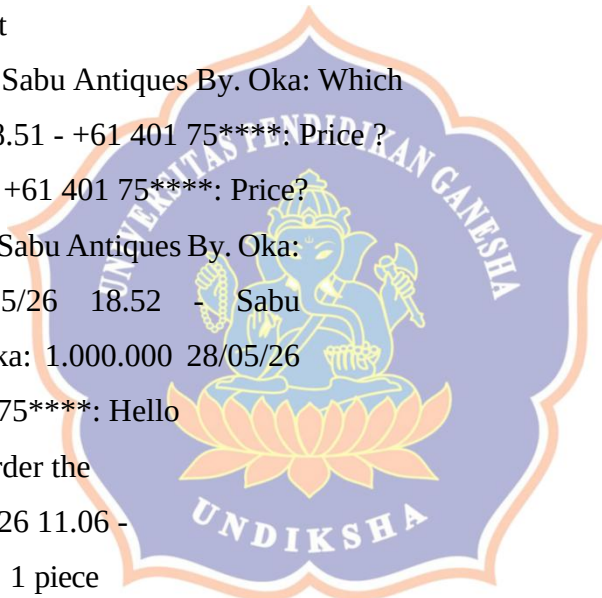
+61 401 75****: 1 piece

28/05/26 11.06 - +61 401 75****: 1 piece

28/05/26 11.10 - +61 401 75****: 1 piece

28/05/26 11.10 - +61 401 75****: All glazed in dark turquoise

colour 28/05/26 11.10 - +61 401 75****: Like this colour



Appendix 29: Chat Between an unnamed Client and Employee

24/11/25 12.32 - +62 821-4462-****:

Selamat Siang 24/11/25 12.32 - Sabu

Antiques By. Oka: Siang

24/11/25 12.33 - +62 821-4462-****: nama saya Lara, apa kabar?

24/11/25 12.33 - +62 821-4462-****: I am looking for 4 antiq vases 28-35 cm to use for base as lamp

24/11/25 12.33 - +62 821-4462-****: more antique

24/11/25 12.33 - +62 821-4462-****: what do you have in your workshop at the moment? 24/11/25 12.33 - +62 821-4462-****: <Media tidak disertakan>

24/11/25 12.57 - Sabu Antiques By. Oka: I

dont have 24/11/25 12.57 - Sabu Antiques

By. Oka: Pre order 27/12/25 17.04 - +62

821-4462-****: Selamat Sore

27/12/25 17.04 - +62 821-4462-****: Which big pots do you have at the moment and how much?

27/12/25 17.19 - +62 821-4462-****: They are all on your website? 27/12/25 17.28 - Sabu Antiques By. Oka:

<Media tidak disertakan> 27/12/25 17.28 - Sabu Antiques By. Oka: <Media tidak disertakan>

27/12/25 17.28 - +62 821-4462-****: woowoo anything antique looking? maybe I need to come myself

27/12/25 17.29 - Sabu Antiques By. Oka:

<https://maps.app.goo.gl/3urb2y2jn8m1DwTb7> 26/02/26 14.08 - +62 821-4462-****: Sore, apa Kabar?

26/02/26 14.09 - +62 821-4462-****: Can you send me a few pictures of your big pots in dark colours please?

26/02/26 16.43 - +62 821-4462-****: Selamat Sore

21/04/26 17.36 - +62 821-4462-****: Do you have any small shelf vases for shelves in darl brown?

Appendix 30: Chat Between an unnamed Client and Employee

27/02/26 16.40 - +31 6 1628 ****: Hallo

27/02/26 16.40 - +31 6 1628 ****: <Media tidak disertakan>

27/02/26 16.40 - +31 6 1628 ****: We would like maybe buy 1 more pot

27/02/26 16.40 - +31 6 1628 ****: <Media tidak disertakan>

27/02/26 16.40 - +31 6 1628 ****: This one, in the front

27/02/26 16.41 - +31 6 1628 ****: How much for this pot ✨

27/02/26 17.30 - +31 6 1628 ****:

Ok sudah ✨27/02/26 17.48 - Sabu

Antiques By. Oka: Ok

28/02/26 15.42 - +31 6 1628 ****: Driver on the way
pickup 3 pot 28/02/26 16.17 - Sabu Antiques By. Oka:

Yes <Pesan ini diedit> 28/02/26 16.17 - +31 6 1628

****: 🏃

28/02/26 16.17 - Sabu Antiques By. Oka: Sorry to late respon <Pesan ini diedit> 28/02/26 16.17 - +31 6 1628 ****: No problem happy with pot thank you 28/02/26 16.17 - +31 6 1628 ****: :-)



Appendix 31: Chat Between an unnamed Client and Employee

18/02/26 11.59 - +62 821-4634-****:

18/02/26 11.59 - +62 821-4634-****: <Media tidak disertakan> 18/02/26 12.00 - Sabu Antiques By. Oka: Yes glaze

18/02/26 12.01 - Sabu Antiques By. Oka: <https://maps.app.goo.gl/3urb2y2jn8m1DwTb7> 18/02/26 12.01 - Sabu Antiques By. Oka: Price from Idr. 300.000 to 1.500.000

18/02/26 12.04 - +62 821-4634-****: Can I visit tomorrow? Is there much stock ? 18/02/26 12.04 - Sabu Antiques By. Oka: Yes

18/02/26 12.04 - Sabu Antiques By. Oka: Udik.vcf (file terlampir) 18/02/26 12.04 - Sabu Antiques By. Oka: My brother

18/02/26 12.05 - +62 821-4634-****: <Media tidak disertakan> 18/02/26 12.05 - +62 821-4634-****: He is best to speak to?

18/02/26 12.05 - +62 821-4634-****: Not this number? 18/02/26 12.05 - Sabu Antiques By. Oka: Same 18/02/26 12.06 - +62 821-4634-****: How much these?

18/02/26 12.07 - Sabu Antiques By. Oka: <Media tidak disertakan> 18/02/26 12.07 - +62 821-4634-****: They are in stock?

18/02/26 12.08 - Sabu Antiques By. Oka: Preorder

18/02/26 12.09 - +62 821-4634-****: But they are there to see? 18/02/26 12.09 - +62 821-4634-****: I cannot buy one or 2 pieces?

18/02/26 12.14 - Sabu Antiques By. Oka: You can check on my workshop

18/02/26 12.15 - +62 821-4634-****: When I visit? But samples will be available as per my pictures?

18/02/26 12.16 - Sabu Antiques By. Oka:

18/02/26 12.16 - Sabu Antiques By. Oka: <Media tidak

disertakan> 18/02/26 12.16 - Sabu Antiques By. Oka:

<Media tidak disertakan>

18/02/26 12.20 - +62 821-4634-****: I am only interested in the photos I sent.

Are they at the shop?

18/02/26 12.23 - Sabu Antiques By. Oka: You can check

18/02/26 12.25 - +62 821-4634-****: You are an hour from me so hope not a wasted 2 hr trip if they are not there to see in person. Can someone check for me?

18/02/26 12.28 - Sabu Antiques By. Oka: Contact him



Appendix 32: Chat Between an unnamed Client and Employee

08/02/26 00.44 - +48 513 05****:

<https://www.sabuantiques.com/Npottery.php?id=316> 08/02/26 00.45 - +48 513

05****: Hi , what else You have in your collection in the same cover?

08/02/26 00.55 - Sabu Antiques By. Oka: I will send your

pictures 08/02/26 00.56 - +48 513 05****:

08/02/26 00.57 - Sabu Antiques By. Oka:

08/02/26 00.57 - Sabu Antiques By. Oka: <Media tidak

disertakan> 08/02/26 00.57 - Sabu Antiques By. Oka:

<Media tidak disertakan>

08/02/26 09.19 - +48 513 05****: Many thanks , but i prefer vases with finish like on the picture,z vintage

08/02/26 09.20 - +48 513 05****: Antic glaze

08/02/26 11.42 - +48 513 05****: Do You have on

stock this kind? 08/02/26 11.44 - +48 513 05****:

<Media tidak disertakan> 08/02/26 11.53 - +48 513

05****: Hello , Can You answer please? 08/02/26 11.54

- +48 513 05****: I want buy 2 pcs

08/02/26 11.54 - +48 513 05****: Please write me the

waight of one 08/02/26 11.55 - +48 513 05****: Weight,

sorry

08/02/26 11.58 - +48 513 05****: I want

visit You 08/02/26 12.38 - Sabu Antiques

By. Oka: I dont have 08/02/26 15.17 - +48

513 05****: Ok thanks ,

When You will have on stock?

08/02/26 15.18 - +48 513 05****: Or maybe You can say to me where antic style vases are available on Bali?

Appendix 33: Chat Between an unnamed Client and Employee

01/10/25 10.51 - +62 877-4078-****: Selamat pagi, im looking for 3 big pots d. About 60cm

.. in glazed, green or beige. Do you have any in stock?

01/10/25 10.52 - +62 877-4078-****: <Media tidak disertakan> 01/10/25 11.40 - Sabu Antiques By. Oka: I will check

01/10/25 11.57 - +62 877-4078-****: thank you

02/10/25 19.14 - Sabu Antiques By. Oka: I dont have. Do you want to order? 17/12/25 19.48 - +62 877-4078-****: selamat malam

17/12/25 19.48 - +62 877-4078-****: I'm looking for *2* big pots in size
opening : 60cm
thickness : 5cm
hight : 55cm

I nees to buy as soon as possible can you help me? 17/12/25 19.48 - +62 877-4078-****:

17/12/25 19.52 - Sabu Antiques By. Oka: What color? 17/12/25 19.52 - +62 877-4078-****:
brown, beige or white

17/12/25 19.52 - Sabu Antiques By. Oka: <Media tidak disertakan> 17/12/25 19.52 - Sabu Antiques By. Oka: <Media tidak disertakan> 17/12/25 19.52 - +62 877-4078-****: can you meassure how big it is? 17/12/25 19.52 - Sabu Antiques By. Oka: 60x60

17/12/25 19.53 - +62 877-4078-****: how think is the pot? 17/12/25 19.53 - Sabu Antiques By. Oka: This terakota

17/12/25 19.53 - +62 877-4078-****: the hole is 60cm? the hole needs to be



60minimim 17/12/25 19.54 - +62 877-4078-****: even 70cm is good

17/12/25 19.54 - Sabu Antiques By. Oka: 2.5cm

and lip 5cm 17/12/25 19.54 - Sabu Antiques By.

Oka: Only 53cm 17/12/25 19.56 - +62 877-

4078-****: might be too thin

17/12/25 19.56 - Sabu Antiques By. Oka: <Media tidak

disertakan> 17/12/25 19.57 - +62 877-4078-****: how

big is this?

17/12/25 19.57 - +62 877-4078-****: do you

have in white? 17/12/25 19.57 - Sabu Antiques

By. Oka: I dont have 17/12/25 19.57 - +62 877-

4078-****: only terraccotta?



17/12/25 19.57 - Sabu Antiques By. Oka: Yes

17/12/25 19.58 - Sabu Antiques By. Oka: Preorder for

glaze 17/12/25 19.59 - +62 877-4078-****: we dont

have the time :(17/12/25 19.59 - Sabu Antiques By.

Oka: if it is painted it can be fast 17/12/25 20.00 - +62

877-4078-****: how fast?

17/12/25 20.00 - +62 877-4078-****: I need tomorrow

17/12/25 20.02 - Sabu Antiques By. Oka: <Media tidak

disertakan> 17/12/25 20.02 - Sabu Antiques By. Oka:

Big

17/12/25 20.07 - +62 877-4078-****: let me check.. we need it at

at 2pm 17/12/25 20.07 - +62 877-4078-****: possible?

17/12/25 20.09 - +62 877-4078-****: size is good!

17/12/25 20.09 - +62 877-4078-****: <Media tidak

disertakan> 17/12/25 20.11 - Sabu Antiques By. Oka: I

dont have

17/12/25 20.13 - Sabu Antiques By. Oka: Udik.vcf (file

terlampir) 17/12/25 20.13 - Sabu Antiques By. Oka: You

can contact him 17/12/25 20.15 - +62 877-4078-****:

thank you!

