- 4. Bella Bridesmaid boutiques carry high end gowns, and have a number of exclusive arrangements with designers whose dresses are not carried in any other stores. The stores operate by appointment only and are designed to provide an intimate and luxurious environment for a bride and her bridal party to view and order dresses.
- 5. While Bella Bridesmaid boutiques are designed to cater primarily to bridesmaids, my San Francisco flagship boutique also carries wedding gowns. In addition, the stores are frequently visited by brides who are interested in purchasing a bridesmaid dress in white or ivory and wearing it as a wedding gown, either because they prefer the simpler design of a bridesmaid dress compared to the average wedding gown or because the price of a bridesmaid gown is lower than the typical wedding gown.
- 6. Since 2000, while expanding the Bella Bridesmaid name nationwide, I have continued to operate the original Bella Bridesmaid storefront location in San Francisco as the chain's flagship store, located at 2250 Union Street, Suite 1B, in San Francisco, California.
- 7. The San Francisco boutique is widely known throughout the San Francisco wedding industry. Since 2000, I have continuously advertised Bella Bridesmaid in both local and national magazines. Since its inception, Bella Bridesmaid LLC, Bella Bridesmaid Franchises, LLC (the franchising entity) and I have collectively spent tens of thousands of dollars on promoting the Bella Bridesmaid name. Between December 2008 and today, I have spent \$19,000 on advertising in *San Francisco Brides*, a leading local publication read by brides who are planning their weddings. Bella Bridesmaid has also continuously advertised four times a year in the national magazine *Martha Stewart Weddings* since 2006, and this year took out a full page advertisement in the national magazine *C Magazine*.
- 8. As a result of the extensive advertising and promotional efforts for the boutiques' high end services, Bella Bridesmaid's marks are widely and favorably recognized and relied upon by the consuming public in the bridal industry as indicating luxury services originating exclusively from Bella Bridesmaid. Since I opened the flagship San Francisco Bella Bridesmaid location, the brand has received unsolicited and unpaid mentions in more than 50

1	magazine articles, e-zines and blogs, including San Francisco Magazine, SF Gate, SF Weekly,
2	San Francisco Brides magazine, The Examiner blog (examiner.com), The Bride's Guide (the
3	Martha Stewart Weddings magazine blog), 7x7 Magazine's blog, Daily Candy
4	(dailycandy.com), Paper City (papercitymag.com), Pink Blossom List blog
5	(pinkblossomlist.blogspot.com), The City Sage blog (annesage.com), Style Me Pretty blog
6	(stylemepretty.com), Amy Nichols' blog (amynichols.com, a San Francisco wedding planner),
7	and the Lovely Little Details blog (lovelylittledetails.com).
8	9. We have also received accolades in the San Francisco Baylist's Best of the Bay
9	annual contest, in which popular Bay Area businesses in various categories are nominated and
10	voted by the public. In both 2010 and 2011, Bella Bridesmaid received 2 nd place for "Best
11	Wedding Dresses." (baylist.cityvoter.com/bella-bridesmaid/biz/118926)
12	10. In order to protect the extensive goodwill symbolized by the mark, I sought and
13	obtained a federal registration for the mark, BELLA BRIDESMAID + Design, for retail store
14	services featuring bridal clothing and accessories on the Principal Register of the United States
15	Patent and Trademark Office ("USPTO") Registration Number 3,114,088, with a registration
16	dated July 11, 2006 (the "Mark"). A true and correct copy of the USPTO's listing for this
17	registration is attached hereto as Exhibit B and incorporated herein by reference.
18	11. In or about November 2009, I first learned that a new bridal boutique had opened
19	in San Francisco at 1821 Steiner Street, which had signage for a bridal salon advertising itself as
20	"The Bella Bride." "The Bella Bride" storefront was just 0.8 miles away from Bella Bridesmaid
21	Attached as Exhibit C is a print-out from Google Maps, showing the distance between Bella
22	Bridesmaid's San Francisco location and 1821 Steiner Street, San Francisco. Prior to the
23	opening of "The Bella Bride," the storefront at 1821 Steiner Street had operated as a bridal salon
24	called L'Ezu Atelier, a business which never had any negative impact on Bella Bridesmaid and
25	had never been confused with my store, to my knowledge.
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12. I subsequently discovered that on June 1, 2009, Yvonne Young registered the domain name "thebellabride.com" as the URL for her Internet website. The domain name for Bella Bridesmaid is "bellabridesmaid.com," a domain name I have owned and used in commerce in connection with the Bella Bridesmaid federally registered trademark since 2000.

- 13. In response to these discoveries, I contacted Ms. Young, notified her of the infringement on Bella Bridesmaid's Mark, and asked her to change the name of her salon. After a personal meeting with my husband and me, Ms. Young agreed to change the name of her salon to "Yve's" and said that she would start that transition by putting "Yve's" in front of her store name. Based on her representation that she was moving away from "The Bella Bride" to "Yve's," I accepted her proposal and agreed to allow her a reasonable time in which to modify her signage to reflect "Yve's Bella Brides" as an interim name. True and correct copies of the e-mail exchanges between myself and Ms. Young, reflecting our agreement, are attached hereto as Exhibits D-L.
- 14. Initially, Ms. Young told me that she would have the name change completed before May 2010. When she later told me that the change was more complicated than she had anticipated and was taking longer but was still in process, I agreed to allow her the additional time she needed to complete the change. I know firsthand the demands of operating a small business, and I have prided myself on having a positive relationship with others in the wedding industry in San Francisco, so I was willing to provide her with some leeway, since she assured me continuously that the name change would happen soon.
- 15. I now believe that Ms. Young had no intention of changing her business name or that she has deliberately delayed changing her business name despite her promises to me, in order to continue trading on the tremendous goodwill associated with my nationally recognized Mark and enormous reputation in San Francisco. Even the easiest steps that she could have taken to minimize or eliminate confusion were not taken. She now shows absolutely no indication of eventually changing her name to "Yve's" and has refused to even stop using "The Bella Bride."

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16. Ms. Young assured me that she always answers the phones at her business as "Yve's Bella Bride" and that she was doing everything she could both to limit any confusion between our two businesses and to help with the transition to her new business name. In April 2011, I received an angry call from a bride who said I had not returned multiple voicemail messages she had left for me. After I determined that she had been leaving messages for "Yve's Bella Bride," I called that store to hear its outgoing voicemail message. The voicemail message referred to the store exclusively as "The Bella Bride" and repeated that name twice. It never mentioned Yve. On April 25, 2011, I recorded that voicemail message as it played over the phone. Attached as Exhibit M is a true and correct transcription of the voicemail message I recorded.

17. As of June 7, 2011, the organic search results for "The Bella Bride" in San Francisco show that Ms. Young is advertising her business online as "The Premiere San Francisco Bridal Salon: The Bella Bride." Nothing in the listing references Yve. The second listing, which is also hers, lists "Trunk Shows and Bridal Events at The Bella Bride, San Francisco, CA," also omitting any reference to Yve or "Yve's Bella Bride." A true and correct copy of this printout from Google is attached as Exhibit N.

18. To date, Ms. Young's signage currently continues to reference "The Bella Bride" and until today she continued to use her "thebellabride.com" domain. This morning (June 10th), I learned that Ms. Young has changed her site, undoubtedly in response to this lawsuit, of which she has notice. If you go directly to www.thebellabride.com, there is a blank page with no content. However, the sub-pages for that web site remain active, including www.thebellabride.com/yves and www.thebellabride.com/events. True and correct screenshots of these pages are attached as Exhibit O. In addition, the search engine listings for Ms. Young's new site, which is apparently www.yvesbellabrides.com, still reference "The Bella Bride." A true and correct screenshot showing the search engine listing is attached as Exhibit P.

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- 19. Since November 2009, after "The Bella Bride" opened, I have been contacted by wedding industry vendors who thought that Bella Bridesmaid might be expanding into traditional bridal gowns, as well as by customers who confused the two stores. I have received numerous comments and inquiries from individuals who believe that "The Bella Bride" is related to Bella Bridesmaid. I have also received complaints from customers who have assumed that there is a relationship between the two businesses. The declarations submitted together with this one represent only a small fraction of the contacts I have received regarding confusion between the two businesses.
- 20. Given the ongoing confusion of Bella Bridesmaid with "The Bella Bride," I am extremely worried that Bella Bridesmaid's goodwill and profits will be negatively impacted. I have invested a great deal of time and money in building up Bella Bridesmaid's goodwill and recognition, and am concerned that customer and vendor confusion with "The Bella Bride" will undermine those efforts.
- 21. I no longer believe that Ms. Young will cooperate in trying to eliminate confusion between our two stores, which was the basis for my willingness to allow her to temporarily continue using the phrase "Bella Bride" in a portion of her store's name. Until we brought legal action, she took none of the steps she repeatedly promised would do very quickly, and it now appears that she has no intention of moving toward "Yve's" as the name of her business at all.
- 22. In San Francisco, spring and fall are the two "wedding seasons" in the dress business, and we see much higher traffic during those seasons. We have now suffered through a couple of busy seasons with Ms. Young's infringement, while I attempted to be supportive of a small business in my industry and relied on Ms. Young's promises of a coming name change. If Ms. Young's continuing trademark infringement is not enjoined immediately, we will have to suffer through another fall high season while fighting the confusion and negative impact of her infringement. My business will be negatively impacted and Bella Bridesmaid's name and goodwill will continue to be harmed.

1	23. It is important that if Ms. Young's business name is changed to Yve's Bella	
2	Bride, that the "Bride" portion of the mark is singular. I feel that the name "Yve's Bella Bride	
3	will continue to be confused with Bella Bridesmaid, as the plural "Brides" is one step closer to	
4	the name of my business.	
5	I declare under the penalty of perjury under the laws of the State of California and the	
6	United States that the foregoing is true and correct.	
7	Executed this 1 day of June, 2011 at Sausalite, California.	
8	Executed this 10ay of June, 2011 at Susalite, California. Bridget Brown	
9	Bridget Brown	
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DECLARATION OF BRIDGET BROWN - CASE NO. C11-02517 HRI.

Int. Cl.: 35

Prior U.S. Cls.: 100, 101 and 102

Reg. No. 3,114,088 Registered July 11, 2006

United States Patent and Trademark Office

SERVICE MARK PRINCIPAL REGISTER



BROWN, BRIDGET (UNITED STATES INDIVIDUAL)

1850 UNION STREET

SAN FRANCISCO, CA 94123

FOR: RETAIL STORE SERVICES FEATURING BRIDAL CLOTHING AND ACCESSORIES, IN CLASS 35 (U.S. CLS. 100, 101 AND 102).

FIRST USE 3-1-2000; IN COMMERCE 3-1-2000.

NO CLAIM IS MADE TO THE EXCLUSIVE RIGHT TO USE "BRIDESMAID", APART FROM THE MARK AS SHOWN.

THE ENGLISH TRANSLATION OF THE WORD "BELLA" IN THE MARK IS "BEAUTIFUL".

SER. NO. 78-648,680, FILED 6-10-2005.

KATINA MISTER, EXAMINING ATTORNEY



United States Patent and Trademark Office

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Assignments on the Web > Trademark Query

Trademark Assignment Abstract of Title

Total Assignments: 1

Serial #: 78648680

Filing Dt: 06/10/2005

Reg #: 3114088

Reg. Dt: 07/11/2006

Registrant: Brown, Bridget

Mark: BELLA BRIDESMAID

Assignment: 1

Reel/Frame: 3335/0548

Received: 06/21/2006

Recorded: 06/21/2006

Pages: 3

Conveyance: ASSIGNS THE ENTIRE INTEREST

Assignor: BRIDGET BROWN

Exec Dt: 04/16/2006

Entity Type: INDIVIDUAL Citizenship: UNITED STATES

Entity Type: LIMITED LIABILITY COMPANY

Citizenship: CALIFORNIA

Assignee: BELLA BRIDESMAID, LLC

1850 UNION STREET NO. 2

SAN FRANCISCO, CALIFORNIA 94123

Correspondent: MAHSA HAKIMI, ESQ.

2261 MARKET STREET

SUITE 223

SAN FRANCISCO, CA 94114

Search Results as of: 06/10/2011 01:41 PM

If you have any comments or questions concerning the data displayed, contact PRD / Assignments at 571-272-3350. v.2.1

Web interface last modified: Apr 30, 2009 v.2.1

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United States Patent and Trademark Office

Home | Site Index | Search | FAQ | Glossary | Guides | Contacts | eBusiness | eBiz alerts | News | Help

Trademarks > Trademark Electronic Search System (TESS)

TESS was last updated on Fri Jun 10 04:35:45 EDT 2011

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Please logout when you are done to release system resources allocated for you.

Record 1 out of 1

ASSIGN Status TTAB Status TARR Status TOR (Use the "Back" button of the Internet Browser to return to TESS)



Word Mark

BELLA BRIDESMAID

Translations

The English translation of the word "BELLA" in the mark is "BEAUTIFUL".

Goods and Services

IC 035. US 100 101 102. G & S: Retail store services featuring bridal clothing and accessories. FIRST USE:

20000301. FIRST USE IN COMMERCE: 20000301

Mark Drawing Code (3) DESIGN PLUS WORDS, LETTERS, AND/OR NUMBERS

Design Search Code 09.03.04 - Dresses; Gowns, ladies' ball; Skirts; Suits, Women's

11.09.02 - Clothes hangers; Hangers (clothing)

Serial Number

78648680

Filing Date

June 10, 2005

Current Filing Basis 1A

Original Filing Basis 1A

Published for

February 21, 2006

Opposition

Registration Number 3114088

Registration Date

July 11, 2006

Owner

(REGISTRANT) Brown, Bridget INDIVIDUAL UNITED STATES 1850 Union Street San Francisco

CALIFORNIA 94123

Assignment

Recorded

ASSIGNMENT RECORDED

Disclaimer

NO CLAIM IS MADE TO THE EXCLUSIVE RIGHT TO USE "BRIDESMAID" APART FROM THE MARK AS

SHOWN

Type of Mark

SERVICE MARK

Register

PRINCIPAL

Live/Dead Indicator

LIVE

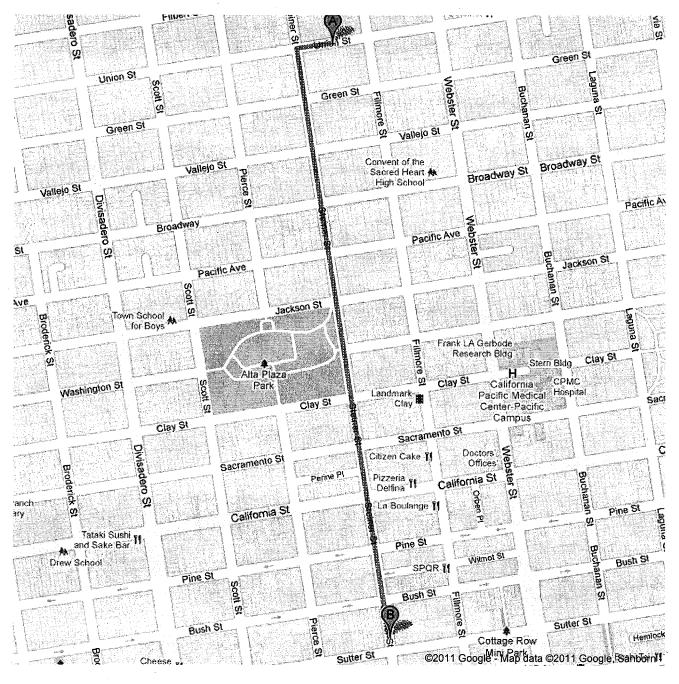
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| HOME | SITE INDEX| SEARCH | eBUSINESS | HELP | PRIVACY POLICY

Google maps

Directions to 1821 Steiner St, San Francisco, CA 94115 0.8 mi – about 4 mins







2250 Union St, San Francisco, CA 94123

1. Head west on Union St toward Steiner St

go 240 ft total 240 ft



2. Take the 1st left onto **Steiner St**Destination will be on the right

About 4 mins

go 0.8 mi total 0.8 mi



1821 Steiner St, San Francisco, CA 94115

These directions are for planning purposes only. You may find that construction projects, traffic, weather, or other events may cause conditions to differ from the map results, and you should plan your route accordingly. You must obey all signs or notices regarding your route.

Map data ©2011 Google

Directions weren't right? Please find your route on maps.google.com and click "Report a problem" at the bottom left.

From:

Bridget Brown [franchise@bellabridesmaid.com]

Sent:

Thursday, May 12, 2011 5:22 PM

To:

Dawn Newton

Subject:

Fwd: The Bella Bride/Bella Bridesmaid

Bridget Brown founder, Bella Bridesmaid Franchises <u>franchise@bellabridesmaid.com</u> 415.331.1242 studio 415.276.6390 fax

<u>facebook.com/bellabridesmaid</u> <u>twitter.com/bellabridesmaid</u> www.bellabridesmaid.com

----- Forwarded message -----

From: **Yve Young** < <u>yve@thebellabride.com</u>>

Date: Tue, Dec 22, 2009 at 9:45 AM

Subject: Re: The Bella Bride/Bella Bridesmaid

To: Bridget Brown <franchise@bellabridesmaid.com>

Hello Bridget,

I did not receive any prior email as I would respond immediately. I'm glad you reached out to me again as I too am very interested in meeting you in person.

Although we have not met, I know of Bella Bridesmaid and have nothing but the utmost respect for other business owners like myself.

It was never my intention to offend you but there have been some behind the scenes circumstances that is not as easily explained in a letter via an attorney.

So yes, I think a meeting would be good for all of us. Please feel free to contact me directly at the store or on my cell phone 650-703-3221.

Yve

On Tue, Dec 22, 2009 at 9:31 AM, Bridget Brown < franchise@bellabridesmaid.com> wrote:

I sent the below email over a week ago and haven't heard back so thought I'd reach out again.

Kind regards, Bridget Bridget Brown founder, Bella Bridesmaid Franchises LLC www.bellabridesmaid.com
franchise@bellabridesmaid.com
415.331.1242 phone
415.276.6390 fax

---- Forwarded message from <u>franchise@bellabridesmaid.com</u> ----

Date: Tue, 15 Dec 2009 14:51:34 -0500

From: Bridget Brown < franchise@bellabridesmaid.com> Reply-To: Bridget Brown < franchise@bellabridesmaid.com>

Subject: The Bella Bride/Bella Bridesmaid

To: yve@thebellabride.com

Cc: nick@nickbrownphotography.com

Dear Yve.

My name is Bridget Brown and my husband Nick and I are the owners of Bella Bridesmaid on Union St. Thanks for your reply back to our attorney re: the name conflict of The Bella Bride. We'd love the opportunity to chat live about this and meet, would you be open to this?

Thanks in advance!

Kind regards,
Bridget
Bridget Brown
founder, Bella Bridesmaid Franchises LLC
www.bellabridesmaid.com
franchise@bellabridesmaid.com
415.331.1242 phone
415.276.6390 fax

---- End forwarded message ----

Yve

The Bella Bride

http://www.yelp.com/biz/the-bella-bride-san-francisco

http://www.yelp.com/biz/the-bella-bride-san-francisco

From:

Bridget Brown [franchise@bellabridesmaid.com]

Sent:

Thursday, May 12, 2011 5:22 PM

To:

Dawn Newton

Subject:

Fwd: The Bella Bride/Bella Bridesmaid

Bridget Brown founder, Bella Bridesmaid Franchises franchise@bellabridesmaid.com 415.331.1242 studio 415.276.6390 fax

facebook.com/bellabridesmaid twitter.com/bellabridesmaid www.bellabridesmaid.com

----- Forwarded message -----

From: **Yve Young** < <u>yve@thebellabride.com</u>>

Date: Tue, Dec 22, 2009 at 10:10 AM

Subject: Re: The Bella Bride/Bella Bridesmaid

To: Bridget Brown <franchise@bellabridesmaid.com>

That will work. Will you come with Nick? I will ask my husband to be there also if Nick is coming so we can all meet and introduce ourselves. We'll see you soon.

Yve

On Tue, Dec 22, 2009 at 10:03 AM, Bridget Brown < <u>franchise@bellabridesmaid.com</u>> wrote: How about Monday Jan 4th around 11am?

Bridget
Bridget Brown
founder, Bella Bridesmaid Franchises LLC
www.bellabridesmaid.com
franchise@bellabridesmaid.com
415.331.1242 phone
415.276.6390 fax

Quoting Yve Young <yve@thebellabride.com>:

Bridget,

Mondays are best because that's the day we catch up from our weekends. The only caveat is next Monday I am out of town.

I would welcome you into our store any time that's convenient for you. If you think we can meet this week, I expect mornings this week to be fairly slow.

Let me know what works for you.

Yve

On Tue, Dec 22, 2009 at 9:50 AM, Bridget Brown < franchise@bellabridesmaid.com> wrote:

Hi Yve, Thanks for the fast reply!

What is your schedule like the next couple of weeks? We'd like to come down to your store and meet you and chat, are Mondays best for you since you are closed?

Kind regards,
Bridget
Bridget Brown
founder, Bella Bridesmaid Franchises LLC
www.bellabridesmaid.com
franchise@bellabridesmaid.com
415.331.1242 phone
415.276.6390 fax

Quoting Yve Young < <u>yve@thebellabride.com</u>>:

Hello Bridget,

I did not receive any prior email as I would respond immediately. I'm glad you reached out to me again as I too am very interested in meeting you in person.

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It was never my intention to offend you but there have been some behind the scenes circumstances that is not as easily explained in a letter via an attorney.

So yes, I think a meeting would be good for all of us. Please feel free to

contact me directly at the store or on my cell phone <u>650-703-3221</u>.

Yve

On Tue, Dec 22, 2009 at 9:31 AM, Bridget Brown < franchise@bellabridesmaid.com> wrote:

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Kind regards,
Bridget
Bridget Brown
founder, Bella Bridesmaid Franchises LLC
www.bellabridesmaid.com
franchise@bellabridesmaid.com
415.331.1242 phone
415.276.6390 fax

---- Forwarded message from franchise@bellabridesmaid.com ----

Date: Tue, 15 Dec 2009 14:51:34 -0500

From: Bridget Brown < franchise@bellabridesmaid.com> Reply-To: Bridget Brown < franchise@bellabridesmaid.com>

Subject: The Bella Bride/Bella Bridesmaid

To: yve@thebellabride.com

Cc: nick@nickbrownphotography.com

Dear Yve,

My name is Bridget Brown and my husband Nick and I are the owners of Bella Bridesmaid on Union St. Thanks for your reply back to our attorney re: the name conflict of The Bella Bride. We'd love the opportunity to chat live about this and meet, would you be open to this?

Thanks in advance!

Kind regards,
Bridget
Bridget Brown
founder, Bella Bridesmaid Franchises LLC
www.bellabridesmaid.com
franchise@bellabridesmaid.com
415.331.1242 phone
415.276.6390 fax

From:

Bridget Brown [franchise@bellabridesmaid.com]

Sent:

Thursday, May 12, 2011 5:22 PM

To:

Dawn Newton

Subject:

Fwd: Thank you!

Bridget Brown founder, Bella Bridesmaid Franchises franchise@bellabridesmaid.com 415.331.1242 studio 415.276.6390 fax

facebook.com/bellabridesmaid twitter.com/bellabridesmaid www.bellabridesmaid.com

----- Forwarded message -----

From: **Yve Young** < yve@thebellabride.com>

Date: Tue, Jan 5, 2010 at 12:59 PM

Subject: Re: Thank you!

To: Bridget Brown <franchise@bellabridesmaid.com>

Dear Bridget,

You were most welcome. Del and I were very glad we were given the opportunity to discuss things with you and Nick. We enjoyed meeting you both and will definitely find time to come visit your store.

I wanted to let you know that Del and I discuss things further to try to see if there is anyway to minimize the negative impact and to not have to wait as long as we have to to make a name change. We both decided that it might be possible to work with our ads in the magazine's under "Bella" but on the front end to initiate the name change.

We are going to begin work on changing the nameon logo, the store signage, as well as online advertising. The route might be that we will indicate a name change on our website. We are still working on the how to proceed but wanted you and Nick to know that we will not wait til May to begin this process.

Thank you again for taking the time to meet with us as well. We will be in touch.

Best regards,

Yve and Del

On Mon, Jan 4, 2010 at 3:53 PM, Bridget Brown < franchise@bellabridesmaid.com > wrote:

Dear Yve and Dale,

Thank you so much for taking the time to meet with Nick and I this morning and address our concerns. We are thrilled to know you are changing the name to Yve's and truly appreciate your time and efforts.

Let us know if you want to stop in and see Bella Bridesmaid in the near future! Thank you again, and happy 2010!

Kind regards,
Bridget
Bridget Brown
founder, Bella Bridesmaid Franchises LLC
www.bellabridesmaid.com
franchise@bellabridesmaid.com
415.331.1242 phone
415.276.6390 fax

Yve
The Bella Bride
http://www.yelp.com/biz/the-bella-bride-san-francisco

 $\underline{http://www.yelp.com/biz/the-bella-bride-san-francisco}$

From:

Bridget Brown [franchise@bellabridesmaid.com]

Sent:

Thursday, May 12, 2011 5:23 PM

To:

Dawn Newton

Subject:

Fwd: 10% discount on orders?

Bridget Brown founder, Bella Bridesmaid Franchises franchise@bellabridesmaid.com 415.331.1242 studio 415.276.6390 fax

facebook.com/bellabridesmaid twitter.com/bellabridesmaid www.bellabridesmaid.com

----- Forwarded message -----

From: **Yve Young** < <u>yve@thebellabride.com</u>>

Date: Mon, Jan 11, 2010 at 2:02 PM Subject: 10% discount on orders?

To: Bridget Brown < franchise@bellabridesmaid.com>

Hi Bridget,

I referred a girl with a wedding party over to Bella Bridesmaid last week and she wanted to know if she would be able to receive the usual trunk show discounts at other places.

I had told her that she should ask for you and that I would inquire for her.

The bride's name is Erika and one of her bridesmaid Rachel Florez has been really good about referring her friends to me. They placed an order already and asked for a 10% discount. But I think the store associate working with them didn't know about it.

Do you think this is something that you're willing to do? I wanted to make sure I don't over promise but sometimes when I send a bride over, they always ask if they will get a small discount as we do in here for familiar brides or referrals.

Thank you,

Yve

The Bella Bride

http://www.yelp.com/biz/the-bella-bride-san-francisco

http://www.yelp.com/biz/the-bella-bride-san-francisco

From:

Bridget Brown [franchise@bellabridesmaid.com]

Sent:

Thursday, May 12, 2011 5:23 PM

To:

Dawn Newton

Subject:

Fwd: 10% discount on orders?

Bridget Brown founder, Bella Bridesmaid Franchises franchise@bellabridesmaid.com 415.331.1242 studio 415.276.6390 fax

facebook.com/bellabridesmaid twitter.com/bellabridesmaid www.bellabridesmaid.com

----- Forwarded message -----

From: **Yve Young** < <u>yve@thebellabride.com</u>>

Date: Mon, Jan 11, 2010 at 2:10 PM Subject: Re: 10% discount on orders?

To: Bridget Brown <franchise@bellabridesmaid.com>

That's not right. I asked Rachel to ask about it if it's a trunk show.

Sorry for the confusion. I will let her know. Thanks for replying.

On Mon, Jan 11, 2010 at 2:09 PM, Bridget Brown < franchise@bellabridesmaid.com > wrote: Hi Yve,

No, we don't discount unless it's during a promotion that is approved by the designer. We RARELY discount. Since we are a franchise we have to follow strict pricing guidelines, in addition we sign off on pricing procedures with all designers to avoid instances like this of one store offering a discount over another. It just creates a pricing war.

What designer is she ordering and not sure what you mean about the usual trunk show discount? We can only give those during the trunk show.

Actually in this instance, Erika emailed my manager and told her that "Bridget had offered her 10% off" but I've never met Erika before?

Thanks Yve!

Bridget

Bridget Brown

founder. Bella Bridesmaid Franchises LLC www.bellabridesmaid.com
franchise@bellabridesmaid.com
415.331.1242 phone
415.276.6390 fax

Quoting Yve Young <<u>yve@thebellabride.com</u>>:

Hi Bridget,

I referred a girl with a wedding party over to Bella Bridesmaid last week and she wanted to know if she would be able to receive the usual trunk show discounts at other places.

I had told her that she should ask for you and that I would inquire for her.

The bride's name is Erika and one of her bridesmaid Rachel Florez has been really good about referring her friends to me. They placed an order already and asked for a 10% discount. But I think the store associate working with them didn't know about it.

Do you think this is something that you're willing to do? I wanted to make sure I don't over promise but sometimes when I send a bride over, they always ask if they will get a small discount as we do in here for familiar brides or referrals.

Thank you,

Yve
The Bella Bride
http://www.yelp.com/biz/the-bella-bride-san-francisco

http://www.yelp.com/biz/the-bella-bride-san-francisco

Yve
The Bella Bride
http://www.yelp.com/biz/the-bella-bride-san-francisco

http://www.yelp.com/biz/the-bella-bride-san-francisco

From:

Bridget Brown [franchise@bellabridesmaid.com]

Sent:

Thursday, May 12, 2011 5:23 PM

To:

Dawn Newton

Subject:

Fwd: 10% discount on orders?

Bridget Brown founder, Bella Bridesmaid Franchises <u>franchise@bellabridesmaid.com</u> 415.331.1242 studio 415.276.6390 fax

facebook.com/bellabridesmaid twitter.com/bellabridesmaid www.bellabridesmaid.com

----- Forwarded message -----

From: Yve Young < <u>yve@thebellabride.com</u>>

Date: Mon, Jan 11, 2010 at 5:00 PM Subject: Re: 10% discount on orders?

To: Bridget Brown < franchise@bellabridesmaid.com>

these brides are incredible sometimes. i gave rachel your name to ask for help before i knew you were not there all the time. i specifically said to ask about a 10% discount for trunk shows.

but in any event, i wrote back to her to clarify. i didn't make it awkward. i just clarified that it's against many designer's policy to do unauthorized discounts.

on a separate note, i wanted to let you know that we're going to start using yve's bella brides during transition over the next month to try to tie the marketing to the new name. we'll begin to anwer our phones and change the store signage to reflect this as soon as the licensing paperwork goes through. del started the paperwork this week.

i had a bride on sunday that ended up at your store so i very much understand that this will be best for all.

have a great 2010 full of sales!

On Mon, Jan 11, 2010 at 4:56 PM, Bridget Brown < franchise@bellabridesmaid.com> wrote: I know, it was sort of awkward that she used my name but I've never met her, but don't worry and don't say anything as I don't want to upset her! It's no big deal and I think we are placing her order this week.

Thanks Yve!

Bridget
Bridget Brown
founder, Bella Bridesmaid Franchises LLC
www.bellabridesmaid.com
franchise@bellabridesmaid.com
415.331.1242 phone
415.276.6390 fax

Quoting Yve Young <<u>yve@thebellabride.com</u>>:

That's not right. I asked Rachel to ask about it if it's a trunk show.

Sorry for the confusion. I will let her know. Thanks for replying.

On Mon, Jan 11, 2010 at 2:09 PM, Bridget Brown < franchise@bellabridesmaid.com> wrote:

Hi Yve,

No, we don't discount unless it's during a promotion that is approved by the designer. We RARELY discount. Since we are a franchise we have to follow strict pricing guidelines, in addition we sign off on pricing procedures with all designers to avoid instances like this of one store offering a discount over another. It just creates a pricing war.

What designer is she ordering and not sure what you mean about the usual trunk show discount? We can only give those during the trunk show.

Actually in this instance, Erika emailed my manager and told her that "Bridget had offered her 10% off" but I've never met Erika before?

Thanks Yve!

Bridget
Bridget Brown
founder, Bella Bridesmaid Franchises LLC
www.bellabridesmaid.com
franchise@bellabridesmaid.com
415.331.1242 phone
415.276.6390 fax

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Yve The Bella Bride

From:

Bridget Brown [franchise@bellabridesmaid.com]

Sent:

Thursday, May 12, 2011 5:23 PM

To:

Dawn Newton

Subject:

Fwd: Update on name change?

Bridget Brown founder, Bella Bridesmaid Franchises <u>franchise@bellabridesmaid.com</u> 415.331.1242 studio 415.276.6390 fax

<u>facebook.com/bellabridesmaid</u> <u>twitter.com/bellabridesmaid</u> www.bellabridesmaid.com

----- Forwarded message -----

From: **Yve Young** < <u>yve@thebellabride.com</u>>

Date: Sat, Mar 20, 2010 at 2:32 PM Subject: Re: Update on name change?

To: Bridget Brown < franchise@bellabridesmaid.com >

Bridget,

I just got thru my appointment with Rina who was one of the brides from today.

I haven't had the time to sit and write you about this but it has come to our attention that google has your address listed under Bella Bride

We are not Bella Bride and are listed accordingly under The Bella Bride.

We also have not deviated from letting our brides know about who the are booking their appointments with so the mistake is not with the identily of our stores but with the address.

I am going to look into google's issues and see if I can have that corrected.

We are still going with our plans for the name change but it's not as easy as just changing the name on the business license. I will update you as we progress.

Thanks!

On Sat, Mar 20, 2010 at 12:32 PM, Bridget Brown < franchise@bellabridesmaid.com > wrote:

Hi Yve,

Hope this finds you well!

Wanted to give you an update. We've had many, many brides showing up the last month thinking we are The Bella Bride who have appts with you or are just stopping in. In addition, we've had lots of phone calls for the same. We had several brides the past few weekends who were VERY annoyed, given they had driven down, found parking, only to walk in and see we are a bridesmaid store.

I just think the name change is crucial given how much we've seen this in our busy season. Can you give me an update on when you plan to make the official change?

Thanks so much!

Kind regards,
Bridget
Bridget Brown
founder. Bella Bridesmaid Franchises LLC
www.bellabridesmaid.com
franchise@bellabridesmaid.com
415.331.1242 phone
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Yve
The Bella Bride
http://www.yelp.com/biz/the-bella-bride-san-francisco

http://www.yelp.com/biz/the-bella-bride-san-francisco

From:

Bridget Brown [franchise@bellabridesmaid.com]

Sent:

Thursday, May 12, 2011 5:23 PM

To:

Dawn Newton

Subject:

Fwd: Checking in...

Bridget Brown founder, Bella Bridesmaid Franchises franchise@bellabridesmaid.com 415.331.1242 studio 415.276.6390 fax

facebook.com/bellabridesmaid twitter.com/bellabridesmaid www.bellabridesmaid.com

----- Forwarded message -----

From: Yve Young < <u>yve@thebellabride.com</u>>

Date: Thu, Jun 17, 2010 at 11:45 AM

Subject: Re: Checking in...

To: Bridget Brown < FRanchise@bellabridesmaid.com >

Hi Bridget,

I did not get a previous email from you. Thank you for checking in with me. We were not able to get our logo and art into the San Francisco Brides for new print. It's fine since we have other ads with Today's Bride that are not able to be changed.

We are working on changing the business name but it's not as simple as we had hoped. Rest assure it'll be done soon. With wedding season being at it's peak we're pretty slammed and I've not been able to push through some things I wanted to get done.

The new business name will be tied to a private label so there's a bit more involvement in changing the name and we didn't want to do things in piecemeal.

I'll be in touch to update you soon. Hope all is well with you.

On Thu, Jun 17, 2010 at 5:20 AM, Bridget Brown < FRanchise@bellabridesmaid.com > wrote:

Hadn't heard back form my last email. Did you receive it? Just need to get an update on the name change. I saw the new issue of SF Brides and was surprised you used the old name given it's out on newstands now for a few months.

Kind regards,

Bridget
Bridget Brown, founder
Bella Bridesmaid Franchises LLC
415.331.1242. phone
415.276.6390 fax
franchise@bellabridesmaid.com

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facebook.com/bellabridesmaid twitter.com/bellabridesmaid www.bellabridesmaid.com

----- Forwarded message -----

From: **yvey young** <<u>msyvey@hotmail.com</u>>

Date: Mon, Sep 6, 2010 at 1:28 PM

Subject: Re: Checking in.

To: Bridget Brown < franchise@bellabridesmaid.com>

Bridget we will have it changed by end of month. Just waiting on signs and details. Sent via BlackBerry by AT&T

----Original Message----

From: Bridget Brown < franchise@bellabridesmaid.com>

Date: Mon, 6 Sep 2010 19:54:57 To: <<u>yve@thebellabride.com</u>> Subject: Re: Checking in.

Hi Yve,

Hope all is well. The SF store managers have had many brides the past 3 weeks calling thinking we are you, so just wanted to check in again re: the official name change. Hopefully it will be soon so we can enter this busy season with less confusion!

Kind regards, Bridget

Bridget Brown, founder

Bella Bridesmaid Franchises LLC

415.331.1242. phone

415.276.6390 fax

franchise@bellabridesmaid.com <mailto:franchise@bellabridesmaid.com>

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On Aug 3, 2010, at 2:35 PM, Yve Young wrote:

We're going to Yves Bella Brides so we can always begin with Yves for short. This will allow for some continuity. Eventually we will go to Yves completely as I have a private label to tie into the store. Just sharing the plan so you can feel comfortable that we are moving towards that direction.

It's been a crazy busy season so I am sorry if things didn't happen quicker. Thanks for your patience. Have things been busy for you guys as well?

On Tue, Aug 3, 2010 at 10:42 AM, Bridget Brown < franchise@bellabridesmaid.com > wrote:

That is great news, thank you so much. What is the new name? Congrats!

Bridget Brown, founder
Bella Bridesmaid Franchises LLC

415.331.1242. phone

415.276.6390 fax

franchise@bellabridesmaid.com <mailto:franchise@bellabridesmaid.com>

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On Aug 3, 2010, at 10:40 AM, Yve Young wrote:

Hi Bridget,

I am happy to tell you that we have things underway already. New business cards were ordered and new ads are being submitted. I'm just waiting for business license and resell license to switch over and that should happen within the next 2 weeks.

On Tue, Aug 3, 2010 at 10:26 AM, Bridget Brown < franchise@bellabridesmaid.com < mailto: franchise@bellabridesmaid.com >> wrote:

Hi Yve,

Hope all is well.

Just checking in again re: the name change. It's of utmost importance that it be taken care of ASAP...we're already past the original deadline of May 1. I know there's a transition, but for us the trademark infringement on the name is key to have cleared up since it was so problematic this past season.

Look forward to hearing from you.

Kind regards,
Bridget
Bridget Brown, founder
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franchise@bellabridesmaid.com <mailto:franchise@bellabridesmaid.com>

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The Bella Bride
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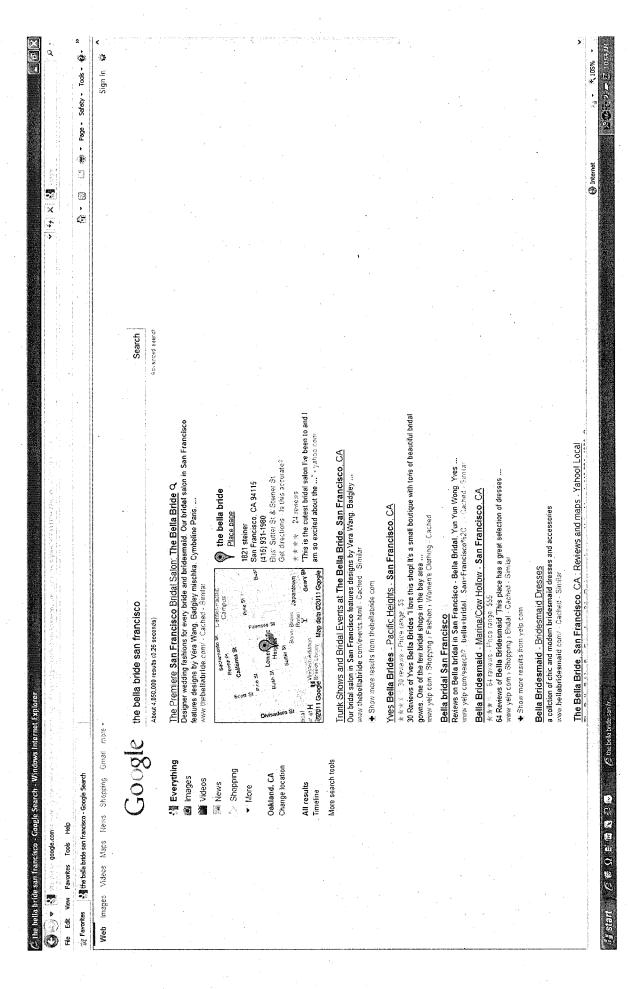
http://www.yelp.com/biz/the-bella-bride-san-francisco

Yve
The Bella Bride
http://www.yelp.com/biz/the-bella-bride-san-francisco

http://www.yelp.com/biz/the-bella-bride-san-francisco

THE BELLA BRIDE VOICEMAIL

Thank you for calling The Bella Bride. We're sorry we missed your call. Our salon hours are from Tuesday through Saturday, 10:30 am to 6:00 pm, by appointment. If you would like to make an appointment, please leave your name and number and we will call you back shortly. You may also visit us and make an appointment online at the bella bride.com. Thank you and have a great day.



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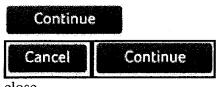
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