

Kristel Rickers

From: Matthew McCullough <custserv2@xmission.com>
Sent: Tuesday, May 05, 2015 1:29 PM
To: 'Kristel Rickers'
Cc: Tyler
Subject: Service Failure - Dane Harmon

Hey Kristel,

So Dane delivered a king-size mattress to a Jeff and Michelle Riley in Bloomington, ID today. Last time Dane delivered to this customer, he did property damage to this customer's tree and a light. The customer complained about him delivering a mattress with one person that time as well. Dane should know that especially with a king mattress, there needs to be two people delivering. He had the customer, who is 5' 1", "not very strong," and just had surgery a couple weeks ago help him load it. The drivers shouldn't be relying on the customer's assistance to make the delivery. It sounds like the mattress was also packed in the truck incorrectly, which caused damage to the mattress. The customer saw the mattress strapped up to the wall and folded over. This should have been packed flat in the truck. The mattress's pillow top has clumps all over it and it's not smooth anymore. She's going to call Simmons to get a replacement, but when this gets replaced, this cannot be delivered in the same conditions it has been the past two times. The customer was pretty distraught when she called me and got kind of emotional. She's understandably frustrated and not happy with the service she's received.

Simmons order through Home Direct. Waybill number is ZHAKLA.

Thanks,

Matthew McCullough
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