

Kristel Rickers

From: Rachel Langford <homedel@xmission.com>
Sent: Wednesday, August 03, 2016 12:12 PM
To: 'Kristel Rickers'
Subject: Service failure Paul Afamasaga

Hello, This was a delivery for the window that ws damaged during delivery, for Bob Means 01545048. This was scheduled for delivery Friday 7/29, Paul Aamasaga was the driver, this was not completed. Also dave was aware of this and they scheduled this for Monday without making me aware of anything. On Monday there was no one at the home, because they were not aware this was Re-scheduled for Monday. We are not going to get paid for the attempt because it was our error.

Rachel Langford
Customer Service
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