

Kristel Rickers

From: Mike Langford <homedir@xmission.com>
Sent: Monday, July 20, 2015 11:24 AM
To: 'Kristel Rickers'
Cc: 'tyler Steinkopf'
Subject: Service Failure Renegade PO# 287351 Esteban Pareef

Kristel, The above order was delivered out by **Fale Tuiatua** and Neru. They damaged the items while bringing them through the home and they never notified myself or Renegade of the damage. We will most likely be sending Larry to the home to repair the items or offer them a discount at our cost to keep the damaged items. Please mark this as a service failure, the work order clearly stated that they needed to call into the office with any issues.

Mike Langford
Redman Van & Storage
801-972-4420 Ex. 324