

Kristel Rickers

From: Mike Langford <homedir@xmission.com>
Sent: Tuesday, August 04, 2015 12:46 PM
To: 'Kristel Rickers'
Cc: 'Kristel'; 'tyler Steinkopf'; 'Brandt Ipson'
Subject: **Fale Tuiatua Service Failure.** Delivery of Renegade PO# 291533 Rolando Lizano Work order# 305910 8/3/2015
Attachments: PO# 291533.pdf

Kristel, Fale delivered out a Renegade order 8/3. I received the paperwork back today and the customer noted that there was damage to the coffee table. Fale didn't call into the Renegade hotline to report the damage as the notes on the work order instructed him to do. He also failed to call and let me know of the issue. This is the 2nd time in the last month that this has happened with Fale. We are now responsible for the cost associated with sending Larry to the home to repair the damage.

Mike Langford
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