

Kristel Rickers

From: Mike Langford <homedir@xmission.com>
Sent: Tuesday, June 02, 2015 11:09 AM
To: 'Kristel Rickers'
Subject: Service Failure Nic Tanner/ Josh Chavez Renegade order# 286835 Jody Nice/ Work order # 302658

Kristel, the above order was delivered out yesterday by Nic Tanner and Josh Chavez. The dresser we delivered was incorrect and the customer refused it. The dresser being incorrect is not the issue, that was Renegade's fault. However, The crew didn't call into renegade to report the refusal and it is notated all over the work order that this must be done. He also did call into the office to report the refusal.

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