Kristel Rickers

Sent:

Mike Langford <homedir@xmission.com> From:

Tuesday, September 01, 2015 8:30 AM

'Kristel' To:

'Mike Anderson' Cc:

Nic Tanner Josh Chavez service failure Tuscany order# 304844 Henry Bernhardt Subject:

Kristel, the above order was scheduled for delivery yesterday, 8/31. The customer was given a 12pm-4pm window, I received a call from the customer at 5pm wanting to know where the driver was at. I attempted to call Nic and was only able to leave a voicemail. When I got in this morning I received an email from Tuscany stating that the driver never showed up last night, and the customer never received a call. The customer gave away his old bed yesterday and because Nic never showed up, the customer didn't have bed to sleep on last night.

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