

Kristel Rickers

From: Mike Langford <homedir@xmission.com>
Sent: Tuesday, September 01, 2015 8:30 AM
To: 'Kristel'
Cc: 'Mike Anderson'
Subject: Nic Tanner Josh Chavez service failure Tuscany order# 304844 Henry Bernhardt

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
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