

Kristel Rickers

From: Mike Langford <homedir@xmission.com>
Sent: Monday, June 01, 2015 3:19 PM
To: 'Kristel Rickers'
Cc: matt.Mccullough@redmanvan.com
Subject: Service Failure Ethan Swanagan

Kristel,

Ethan had an order that he was supposed to deliver out to the customer today. He left the order behind in the warehouse, but still went to the customer's home to remove the old mattress. He took the old mattress without delivering the new one, and did not bother to call us while onsite to let us know that he forgot the new mattress. Customer is upset now and will escalating this to their place of purchase.

Tuscany 3pl
Order# 284718/ Jodie Marabella.

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