

David Guyan

From: Anthony Rickard [anthonyrickard@mr-carpet.co.uk]
Sent: 23 April 2019 13:23
To: 'Alison Guyan'
Cc: 'David Guyan'
Subject: FW: Complaint ref: 2053341 end user Sarah Newman

Hi Ali

I've confirmed it with DG that we will pay Kevin Gladwin £210.00 to do the replacement works.

Could you raise a debit note of £210.00 + VAT and forward on to Moduleo, thanks!!

Regards,

Anthony Oguzhan Rickard
Mr Carpet Ltd
308 Worple Road
London
SW20 8QU
T: 020-8947-7522
E: anthonyrickard@mr-carpet.co.uk
W: www.mr-carpet.co.uk

From: Louise Holroyd [<mailto:Louise.Holroyd@ivcgroup.com>]
Sent: 15 April 2019 08:55
To: anthonyrickard@mr-carpet.co.uk
Cc: Shaun Hawkes
Subject: Complaint ref: 2053341 end user Sarah Newman

Good morning,

Your complaint has been logged under reference 2053341

Please find attached Acceptance Letter. Please forward your Debit Note for the fitting costs so that we can raise a credit.

Kind regards,

Louise Holroyd
Technical Support Administrator

IVC Group Ltd
Unit 5 Westside Park
Belmore Way
Raynesway
Derby
DE21 7AZ
Office 01332 322137
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