

David Guyan

From: Richard Clough [richardclough@mr-carpet.co.uk]
Sent: 27 November 2015 18:46
To: 'David Guyan'
Cc: sheenbranch@mr-carpet.co.uk
Subject: S27867 Horrie Fitting Issues and Discussions in brief

Dave

As you are aware we have had issues today in the installation of Mr Horrie (chris@horrie.com) S27867. In brief the customer is refusing to pay their balance of £799.00 and also want a refund of £60ish pound for the hardboard and saw that our fitter "insisted" they got in order to complete the installation.

Alan arrived at the job this morning to install Rear Bedroom, 2x Stairs and Landings. Alan took up underlay from the Landing and Bedroom to find that there were areas where the hardboard was missing. Alan informed the customer that if he fitted over the areas where the hardboard is missing it would show through and probably cause the carpet to wear prematurely. Alan told the customer that fitting new hardboard would help with this issue to which the customer took it upon himself to purchase hardboard from Allsford Timber that would be delivered by lunchtime. At not point did Alan insist the customer purchase this hardboard, nor did he say he would wait around and install the hardboard.

Josh took a call from the customer whilst I was serving someone as he was concerned that our fitter was not going to wait until lunchtime and install the hardboard prior to fitting the carpet. I rang the customer back and informed him that not only did we not allow for the preparation that was now preferred not required but that we did not have the time to wait around until it arrived anyway. He took umbrage to this as he believes that when we measured we should have spotted this. He says it is obvious and that NO underlay was covering it yet Alan took underlay up!

I was speaking to Alan on the phone when I heard the customer shouting at Alan (Alan was very calm and asked the customer not to speak to him like that) and shortly after Alan had to leave as the customer was being unreasonable. I rang the customer to attempt to resolve this issue and he put the phone down on me. I rang him back 20minutes later when I had calmed down and hoped that he had done the same to see how WE could resolve this to which he stated that I did not want to help him, I was not accepting responsibility, Our fitters said that they could not fit to the existing flooring to which Alan denied when I later spoke to him, take the carpet up refunding him his money and compensate him for his time today as he has clients booked in etc... He said he wanted the work done today as stated in our contract and he wanted me to pull the fitters off of the other job and let that customer down rather than let him down.

At 11:30am I rang him to say that I had pulled Charlie off of a job in Wimbledon to come over to him with hardboard incase his has not arrived in order to complete the installation. He agreed to this and normality was resumed, until....

Charlie arrived on site at 1pm (so from notice of issue at 10am to having Charlie back on site was 3hours, not bad I thought) to complete the installation and the customer agreed to ring me once the fitting was complete to discuss the job and the balance.

At 5:15pm Mrs Horrie called to say that the fitter was still there and that as she had been messed around royally she wanted the hardboard money and saw refunded to which I said no as I had not been consulted on this purchase. Mr Horrie then came on the phone and the argument from earlier continued. He feels he done us a favour in purchasing the hardboard and believes it is necessary preparation for us to carry out our professional fitting. 10mins of shouting later (FYI I was as polite and respectful as possible given the scenario) I told Mr Horrie that I was terminating our conversation as we were getting nowhere and that regrettably I will be passing his file over to our Head Office who may take further action against him. He said that he wanted to take action against me saying I was unfair, unreasonable and dismissive.

In summary did John assess site correctly? I believe so. We all make mistakes and John could have on this occasion but Alan said that he took underlay up and the customer says he didn't. If he did then the underlay would have covered the issues. Was Alan to blame? No. Alan was not aware of this issue before he got to

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site so did not need to take hardboard and he offered to install the carpets over the existing flooring to which the customer refused. Could I have handled it better? I was understanding explaining that we do not always see these things especially if the issue is concealed under existing materials, constantly apologising for the spot we have all found ourselves in and remaining calm in trying to find a resolution. Maybe I should have refrained from shout back at the customer but it was out of pure frustration at being shouted at, repeatedly talked over and unnecessary behaviour.

What do you want to do?

Rich

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