

Posner Interiors <info@posnerinteriors.com>

11:27 (10
minutes ago)

to Michelle, bcc: James

Good morning Michelle

Thank you for sending this through to us.

I would firstly like to apologize for the service you have received with this order.

We have been unable to get in contact with Gervase as he is not our usual fitter, we did pass on Barry's number to him as you mentioned.

I am hoping to get your blind headrail & blind slats back to the showroom as soon as possible and organise James to come back to install.

Again I do apologise for the major inconvenience to you and our service.

Kind regards

Georgie

Posner

INTERIORS

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On Mon, 17 Jul 2023 at 18:52, Michelle Duffy <michelleduffy26@icloud.com> wrote:
Hi Georgia

Gervase didn't arrive today. However he also didn't ring Barry to say that he wasn't going to turn up or to give an update as to what was happening. When we spoke I

asked if you could give him Barry's number and ask him to ring him. This meant that Barry was unable to go out as planned just in case Gervase turned up.

I am a little disappointed as we have been waiting for this blind to be installed and it is yet to be done even though we were scheduled for Friday and when this couldn't happen we're promised Monday. It wasn't until I rang you and you subsequently rang Gervase that we learnt he was still working on it. It would have been nice if he could have updated us further so as to avoid Barry having to cancel an appointment.

Please can you let me know what's going to happen next and a date for installation.

I have always had good service from Posners and have spent a lot of money so far on many blinds for our house but I'm disappointed with the service so far this time. I don't normally complain but feel I need to express it sadly today.

Thanks Michelle

Sent from my iPhone