



Friday 30th March 2007

Customer Service Manager
Furniture@Work Ltd
National Call Centre
333 Bath Street
Glasgow G2 4ER

Fax: 0870 238 8259 (Copy also sent by mail)

Dear Sir or Madam,

Ref: Order No. W266939 - French Gardens Executive Desk (Odessa Pine)

Further to our order dated 16th March and the order confirmation in which you stated that delivery would normally be within 5-10 working days, we have found it very difficult to get in touch with your office. Earlier this week I telephoned several times and every time I chose Option 2 (for Customer Services) the phone connection went dead. I sent an enquiry through your website on Wednesday and received an automated response stating that someone would get back to us as soon as possible. By Thursday afternoon I still had not had a reply so I emailed again.

In the absence of a reply this morning I telephoned your Call Centre just after 9am. I pressed the option for Customer Service and was blasted for the next 10 minutes by mindless, moronic garbage - which appeared to be a recording of a radio phone-in programme. I cannot imagine that the Principals of your company have ever listened to what your customers are subjected to, or it wouldn't happen. It would have been bad enough if I hadn't already been a dissatisfied customer. After that I was an angry customer.

Eventually someone called Alex answered my call only to tell me that he could see our order on his screen but that there was no information about a delivery date. He assured me that you had the item in stock and that he would have someone from your warehouse call before 5.30pm today to advise when our order will be shipped. Needless to say no-one has contacted us.

Would you please call 01494 771419 on Monday morning and advise us of the status of this order and when we can expect delivery.

Yours faithfully,

M. VandenBrekkel
Director
Coconut Connections Ltd