



Building Product Design Ltd  
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## Order items

Stock Code	Product	Quantity	Price
GVCSV244WSNG	Glidevale CSV244 Soffit Ventilator - White 2.4m Length	9	£23.33

**From:** Store [<store@buildingproductdesign.com>](mailto:store@buildingproductdesign.com)  
**Sent:** 08 August 2019 10:13:14  
**To:**  
**Subject:** Re: BPD STORE -FOLLOW UP

Hi Ben,

Thanks for your response.

I tried ##### in the morning, at lunch time and late afternoon. Once again all I can do is apologies for the damage and bad experience. All our products are quality tested before they leave the factory so this must have happened in transport to yourself. I will take this up with the carrier. As a gesture of good will we will be crediting the money back into your account.

Many Thanks,

Abbey.

On 07/08/2019 20:40, Ben S wrote:

Evening Abby,

Ive not had any missed calls on my phone, can you confirm what number you tried and when?  
The products have been fitted now after the "trade edges" had been cut to square and split ends removed. I do fail to see how sending out more of the same product would have changed anything, this emplys that my delivery of the product was a one off, there for not quality inspected and just shipped out, or was it quality inspected and just shipped out with lack of care for the customer any way??  
No pictures were taken as it was sorted out durring install at my cost to the builder. Waiting for a second delivery of the same product would have only delayed progres more.  
I wount be using your store again for the above reason.  
Regards Ben.

**From:** Store [<store@buildingproductdesign.com>](mailto:store@buildingproductdesign.com)  
**Sent:** 07 August 2019 13:10:04  
**To:**  
**Subject:** BPD STORE -FOLLOW UP

Good Afternoon Ben,

I have tried to call you but you were unavailable. We have just received your recent review from our Digital Marketing team and are sincerely sorry to hear of your bad experience.

We pride ourselves in offering quality products and excellent customer service and to hear part of our system has underachieved on this occasion is disappointing.

In order for us to address where our performance has failed, please can you advise the following;

- Has the product been fitted? If not, do you have photos of the damage?
- Do you require replacements? (We can arrange to send out for you f.o.c.)
- Did you notify anybody via the Store to raise a complaint about the quality?

Obviously we will look into this to avoid the situation happening again and would value your comments to help us with our continuous improvement.

I do hope we can help resolve this issue with you and that the experience does not deter you from purchasing our goods in the future.

Many Thanks,

Abbey