

To: [REDACTED]

From: Patrick.L@ckon.com.au

Subject: [REDACTED]

Date: 15th July 2019, 2.32pm

Hi [REDACTED],

Following up on our phone conversation today regarding your complaint on the colour of the veneer to the joinery in the kitchen, I would like to reiterate that we are looking into this matter urgently as it is our company policy to address any complaints seriously.

As highlighted, this was the veneer that has been agreed upon in the contract and I will confirm this shortly.

I understand your disappointment however if another veneer is desired could you please confirm the veneer details and I can look at what we can achieve from our end. We are happy to accommodate your request to change as we have sufficient time but a variation may be required if we have followed the contract.

I look forward to your response.

Kind Regards,

Patrick Lee

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0411 616 900