

Charlton
Andover
Hants

10th November 2008

Dear Sir,

On Saturday 8th November I placed an internet order, I was under the impression this was for a single pine bed with drawers. I paid the additional fee of £25 for next day delivery.

On Sunday 9th November at approximately 11am I received a telephone call stating delivery that day was not possible. Naturally, I questioned this because I had paid the fee. It was then explained to me that the delivery could not take place because there were no drivers in my area. Therefore, I told the gentleman to cancel the order because I desperately needed the bed that day. He asked that I give him a moment to contact the warehouse and he would phone me back. Within one minute he telephoned me again saying he had 'sweet talked' the driver and I would receive my delivery as requested. Obviously, I found his choice of words rather odd as I had paid a considerable sum for exactly that.

It has been pointed out to me that same day delivery only applies to goods over and above the value of £200. Firstly, I did not request same day delivery, it was next day. Secondly, if my requirements were not possible, this should have been highlighted at the point of sale and not AFTER you had taken my payment.

By approximately 3pm the delivery had not arrived and I became rather concerned. I telephoned Head Office to be told delivery would take place between 9am and 9pm. I was then advised that due to it being a Sunday it would be mid to late afternoon because the driver was coming from either Southampton or Bournemouth and would need to get home afterwards.

After speaking on the telephone I checked my email account and had received a confirmation 'BED ORDER' email stating delivery would take place between 9am and 9pm on Sunday 9th November.

This was another somewhat confusing element of communication from your company.

Unfortunately, delivery took place whilst I was out and my daughter received the order. I was aghast to discover I had been charged £79.95 for just two drawers. I phoned Head Office again to be told I could return the items but would be charged £1 per mile which would total approximately £33 as the driver had come from Swindon. Again, another discrepancy from previous information I had been given. I was also advised I would not receive the £25 next day delivery charge.

When discussing the confusion over my order I questioned the 11am telephone call where delivery of 'my bed' was referred to. Apparently the caller was asked about this and said he couldn't remember what he had said because he had been very busy that day. I also raised the issue of my email being headed, 'BED ORDER' which was met with the response it is not expected for just drawers to be ordered. Good customer service would dictate a telephone call would have been appropriate asking me, the customer, if I had misunderstood my order.

Whilst I fully appreciate I did not order what I thought I would suggest your inconsistent information given should lead to you considering my request.

I am personally driving to Swindon to return the item for a refund and would ask that I also receive my £25 delivery fee along with fuel reimbursement and a gesture of goodwill.

Incidentally, I apologise this letter is not addressed to you personally as I was refused your name.

Finally, I would like to draw to your attention that should the outcome of my complaint not prove satisfactory I will be exercising my right to contact the Consumer Programme, BBC Watchdog.

I look forward to hearing from you.

Yours faithfully

Mrs Lorraine Adam