

Order #1112441

September 3, 2017

Details:

Bassett Furniture:

- Dining Room Table Top was damaged entirely through the top surface of the wood to the point where I do not believe anything can be done except replace the entire table top. I have contacted Bassett Furniture. I will send you their quote and assessment when I receive it.
- Dining Room Table Top has one corner where the finish has been entirely worn down to the wood underneath
- All six dining room chairs were strapped to something so tightly that all of them have compromised foam that is compressed and uneven at the front edge of the chairs. The fabric was protected because I covered them with plastic prior to your arrival. I can only imagine the damage to the white fabric had I not covered them myself. All chairs will need to have the foam cushioning replaced and the fabric reupholstered.
- Chair #1 damage to finish including cracking of wood surface probably due to impact left upper and right lower
- Chair #2 damage to left upper
- Chair #3 damage to right upper
- Chair #4 damage to back side of chair upper
- Chair #5 damage to back side of chair upper
- Chair #6 no visible damage to finished wood surfaces

Mattress and Box Spring Covers

- Mattress cover is filthy and stained along the edges – unknown as yet if the mattress sustained any damage, either accidentally or willfully
- Box spring cover is filthy and ripped and torn in multiple places

Coaster Fine Furniture Dresser

- Upper left edge of the dresser has been damaged. A chunk of wood is missing and someone from your company tried to hide the damage by “coloring” in the wood chip with a black magic marker.
- The back of the dresser has a large smash and hole. Your driver tried to hide this from us by placing the dresser with its back to the wall.
- The dresser left my home with 5 feet and was delivered with 4.

DUE TO THE FACT THAT THE DRIVER WAS UNWILLING TO LET ME DOCUMENT THE DAMAGE I REFUSED TO SIGN THE MANIFEST FOR MY OWN PROTECTION.