

From: Lesley Groff <[REDACTED]>
To: Crate & Barrell Westport CT <[REDACTED]>
Subject: Re: Damage to the sofa
Date: Wed, 16 Jul 2014 14:28:40 +0000

I will! the sofa looks fantastic! we made the right decision...it fits perfectly and is the proper distance from the TV....very, very happy! I will be in touch with you soon...Thanks Drew.

Lesley

On Jul 16, 2014, at 10:27 AM, Foster, Andrew <[REDACTED]> wrote:

Great....Let me Know when it is available. How does the sectional look in the room?

Thanks, Drew

On Tue, Jul 15, 2014 at 3:05 PM, Lesley Groff <[REDACTED]> wrote:

Hi Drew...We are in luck! The fabric is still available and they are able to get me on their July 25th order. They are sending me a swatch of the fabric so I can see the dye lot...crossing fingers it matches well enough!

On Jul 14, 2014, at 6:06 PM, Foster, Andrew <[REDACTED]> wrote:

Hi Lesley,

yes,especially because we waited so long to deliver to you.The arm-less love-seat takes 11 yards of fabric. We are asking if our repair professionals should look at it for their input. If you could, can you see if your source has 11 yards more?

Again, sorry for this inconvenience.

Drew

On Mon, Jul 14, 2014 at 5:50 PM, Lesley Groff <[REDACTED]> wrote:

Oh Drew! It's truly such a shame!! I can totally tell one of the delivery guys sliced it with his knife when trying to get the plastic off :(it was an accident I know. But makes things difficult because of this fabric! How many yards would we need to remake the piece and I will call to see if we can still purchase. Also, when you say "credit against cost" that means Crate and Barrell would purchase the new fabric and remake sofa at no cost to me, correct? I worry that in the future the slice on the fabric could become larger or rip/tear more. ... Lesley

Sent from my iPhone

On Jul 14, 2014, at 4:51 PM, "Foster, Andrew" <[REDACTED]> wrote:

Hi Lesley,

I am told by the sofa mfg. that there is no more fabric to re-make the piece. We can do one of two things. We will re-make the piece if you can get the fabric for us (credit against cost) or you tell me that you will keep as is and we will offer you a credit back for the damage and inconvenience.

I am so sorry this happened. Let me know your thoughts.

Thank you, drew foster

--

Andrew Foster
Furniture Expert

Crate and Barrel Westport / 652

[203.222.9500](tel:203.222.9500)

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Andrew Foster
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