

13011 - upper tape - R-3 DUCT WRAP INSULATION

Best Buy Dryer Vent

Geek Squad Customer Care Support Form

Submitted By

Store 10

Stewart, David

EXPERT, SAMSUNG APPLIANCES

Order Information

Order Brand:

BBY

Order #:

1118339104899

Customer Name:

John Maranda

Customer Phone #:

(763) 688-4916

Form Information

Created:

3/22/2019 12:40PM

Store Submitted Reason:

Initial Comments:

Store Action(s) Taken:

Client has been cited by fire marshal for a code violation on the dryer install we performed. Per marshal the venting must be both rigid and insulated. Please work with client to resolve this issue.

Customer accidentally called Oakdale store again about same issue. Informed him that he already had escalation set up and to check his phone for a voicemail. KW

(enter any updates or actions taken here)

Save Store Actions Taken Updates

**Please Click button until confirmation appears to the right

DOD Team Resolution Updates

The following updates have been logged by the DOD Team for this issue.

The current status is: **Closed**

Updates History:

DoD-a1122495-1118339104899-4/1/2019-1:22PM: called client to follow up, left voicemail, closed case. per notes, 3pl fulfilled the dryer vent hookup on 3/29.

DoD-a1341928-1118339104899-3/25/2019-11:05AM: per email from ADFM, MN Plumbing is set up to go out on Friday 3/29 from 12-6p to resolve the issue with the ventilation & client is aware.

Jason,

Here is the info for this Friday. 12-6p.

Customer is aware.

Sienna you can close this case. We will have a 3pl team at the home Friday. I have talked with the customer and he is happy with this.

CALL if any issues.

Joe Bruns
Appliance Deputy Field Marshal
Supporting Appliance Installation
Badge #137909
Sidearm (320)319-8098

DoD-a1341928-1118339104899-3/22/2019-1:18PM: called client to est SPOC and advised that BBY doesn't carry that accessory and he would need to purchase the accessory from a local hardware store, but waiting to hear back from ADFM on if MN Plumbing can hook up since HD is unable to per DFM Hocking.. LVM ith this info for client.. sent email to ADFM Bruns

DOD Case Owner:

Stone, Sienna

DOD Backup Case Owner:

Breeze Case #:

Close

