B 10 (Official Form 10) (04/10 Agent Modified) The Southern District of New York PROOF OF CLAIM UNITED STATES BANKRUPTCY COURT Name of Debtor: Tennifer (on veritible, Inc -137 NOTE: This form should not be used to make a claim for an administrative expense arising after the commencement of the case. A request for payment of an administrative expense may be filed pursuant to 11 U.S.C. § 503. Name of Creditor (the person or other entity to whom the debtor owes money or property): ☐ Check this box to indicate that this claim amends a previously filed Name and address where notices should be sent: claim. . Carpet Cleaning INC RECEIVED Court Claim Number: (If known) SEP 13 2010 Telephone number: 614-0923 Filed on: /1 (8) **BMC GROUP** Name and address where payment should be sent (if different from above): ☐ Check this box if you are aware that anyone else has filed a proof of claim relating to your claim. Attach copy of statement giving particulars. ☐ Check this box if you are the debtor Telephone number: or trustee in this case 7395 **Amount of Claim Entitled to** 1. Amount of Claim as of Date Case Filed: Priority under 11 U.S.C. §507(a). If If all or part of your claim is secured, complete item 4 below; however, if all of your claim is unsecured, do not complete any portion of your claim falls in one of the following categories, check the box and state the If all or part of your claim is entitled to priority, complete item 5. amount ☐ Check this box if claim includes interest or other charges in addition to the principal amount of claim. Attach itemized Specify the priority of the claim. statement of interest or charges. ☐ Domestic support obligations under 2. Basis for Claim: Services performed - Leather + fabric Rosair 11 U.S.C. §507(a)(1)(A) or (a)(1)(B). (See instruction #2 on reverse side.) ☐ Wages, salaries, or commissions (up 3. Last four digits of any number by which creditor identifies debtor: to \$11,725\*) earned within 180 days before filing of the bankruptcy 3a. Debtor may have scheduled account as: petition or cessation of the debtor's (See instruction #3a on reverse side.) business, whichever is earlier - 11 4. Secured Claim (See instruction #4 on reverse side.) U.S.C. §507 (a)(4). Check the appropriate box if your claim is secured by a lien on property or a right of setoff and provide the requested ☐ Contributions to an employee benefit plan - 11 U.S.C. §507 (a)(5). ☐ Other Nature of property or right of setoff: 

Real Estate ☐ Motor Vehicle Describe: ☐ Up to \$2,600\* of deposits toward purchase, lease, or rental of property \_\_ Annual Interest Rate\_\_\_\_\_% Value of Property:\$\_ or services for personal, family, or household use - 11 U.S.C. §507 Amount of arrearage and other charges as of time case filed included in secured claim, (a)(7). Basis for perfection: ☐ Taxes or penalties owed to governmental units - 11 U.S.C. §507 \_ Amount Unsecured: \$ Amount of Secured Claim: \$\_ (a)(8).6. Credits: The amount of all payments on this claim has been credited for the purpose of making this proof of claim. ☐ Other – Specify applicable paragraph of 11 U.S.C. §507 (a)(\_\_). 7. Documents: Attach redacted copies of any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, and security agreements. Amount entitled to priority: You may also attach a summary. Attach redacted copies of documents providing evidence of perfection of a security interest. You may also attach a summary. (See instruction 7 and definition of "redacted" on reverse side.) DO NOT SEND ORIGINAL DOCUMENTS. ATTACHED DOCUMENTS MAY BE DESTROYED AFTER \*Amounts are subject to adjustment on SCANNING. 4/1/13 and every 3 years thereafter with respect to cases commenced on or after If the documents are not available, please explain: the date of adjustment. FOR COURT USE ONLY

Signature: The person filing this claim must sign it. Sign and print name and title, if any, of the creditor or other person authorized to file this claim and state address and telephone number if different from the notice address above. Attach gopy of power of attorney, if any.

Jennifer Convertibles

Salvatore Pellerito Res

Service Report Cover Sheet

Facsimile: (206) 309-043 hem-Dry/BC Service Company: Date Faxed: Vendor Code: The following service reports were faxed to the Claim Center on the above faxed date. All reports will be checked when received and a copy of this cover sheet will be faxed back to above Service Company as record of receipt. SVC DATE STORE! ORDER # CUSTOMER 6/18/10. FOR OFFICE USE ONLY DATE: **AUTHORIZED SIGNATURE:** INTITIALS: TOTAL REPORTS: INVOICED: TOTAL: \$

vol1/jfaxout/f8c6ps	r0 Mon Jun 21 04:19:44 2010 9  Jennifer Customer Service
	(6/18) ERVICE REPORT
B.C 192	. Chem-Dry FROM: Jennifer Warehouse Claim Ctr. . Carpet Cleaning Inc. 1 Bogart Ave.
SHO Pho Fax	ne 917 414 5064
192	CY SOLOMON Order #/Delivery WS 084597 6/03/08  BRADHURST AVE APT: 4 Home Phone 646 216 8464  YORK NY 10039 Work Phone 646 764 6488
( ) INSTRUCTION	S: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
	CUSTOMER SAID THAT HE GOT A STAIN LAST WEEKEND. CHICKEN STEW ON S/CAS AND MILK ON BACK CASING
NATURE OF C <u>ITEM</u> LAZAR XENON	
	AREA TYPE CODE COMPONENTS  ALL CCUS  WITCHNICIAN'S REPORT  CODE COMPONENTS  I C COMPONENTS  I C COMPONENTS  I C COMPONENTS
<u>Q</u>	rest piece 2B
ADDITIONAL CA	COMMENTS: @ Click stew pensod from CATSET, I would back tinsible back. @ Nest of soft good condition but his mirror small
[ ] Turn D	vendor code: 8c6 AMT: \$ 700 Vendor code: 6 / 20/10
[ ] Turn D	good condition but hus mirst small own [] Follow-Up [Cromplete SERVICE DATE: 6/20/10  VENDOR CODE: 8C6 AMT: \$ 70

Jennifer Customer Service

KIL	428	)

SERVICE REPORT

nw

DATE	:

06/17/10

Claim: 247247-00 2:57 FROM: Jennifer Warehouse Claim Ctr.

TO:

RE:

B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064

914 576 2763 Fax

Order #/Delivery WS 085704 11/01/08

JAMES BRUST 106 W 116TH APT: 8B

Home Phone 917 439 7329 Work Phone 415 205 1639

NEW YORK

INSTRUCTIONS:

NY 10026

Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CC W FOOD STAIN ON S/CAS

PLZ INSPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

SIZE AREA AFFECTED

TYPE OF DEFECT

ALL SEAT CASINGS CARN OL KLAUS 36300R-Q FOOD

#### TECHNICIAN'S REPORT

TYPE ADDITIONAL COMMENTS: [ ] Follow-Up [ Complete SERVICE DATE: [ ] Turn Down VENDOR CODE: 8C6 AMT: \$

	Jennifer Customer S	Service $\mathcal{M}^{\mathcal{E}\mathcal{J}}$
· Val	Jennifer Customer S SERVICE RE	PORT
B.C. Ca 1921 Be Bronx Phone		Claim: 246975-00 FROM: Jennifer Warehouse Claim Ctr.
RE: SCOTT I	EXINGTON AVE APT: 63	Order #/Delivery UTS 003016 6/16/10 B Home Phone 516 225 1196 Work Phone
) INSTRUCTIONS:	written report or any concerns	Please remember to include serial
COMMENTS: LEF	T FACING OUTSIDE ARM THERE IS A	A GREASE MARK
NATURE OF COMP	LAINT: Warranty	Febre
NATURE OF COMP	SIZE AREA AFFECTE	TYPE OF DEFECT
ITEM	SIZE AREA AFFECTE	ED TYPE OF DEFECT /
ITEM	SIZE AREA AFFECTE 7750 18 RS ARM-RAF IN/O	ED TYPE OF DEFECT DUT DIRT ON DLVRY  F  CODE COMPONENTS
ITEM	SIZE AREA AFFECTE 7750 18 RS ARM-RAF IN/C TECHNICIAN'S REPORT	ED TYPE OF DEFECT DUT DIRT ON DLVRY

] Tern Down [ ] Follow-Up [ ] Complete SERVICE DATE: 6 / 18/1

VENDOR CODE: 8C6

AMT: \$\_\_\_

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٠	Jennifer Customer Service  SERVICE REPORT	
	DATE: 96/08/10 Claim: 245421 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim: 245421 B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763	
10	RE: HELENE SOUL  300 E 85TH ST  NEW YORK  Order #/Delivery JLB 021679  APT: 2205 Home Phone 212 861 8423  NEW YORK  NY 10028  Work Phone 646 599 1087  INSTRUCTIONS: Please schedule the above customer for service and fax back	CELL
(p)	written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.	
	COMMENTS: C/C SAYS THAT THERE SCRATCHES ON THE Q-SLEEPER ON THE LF S/CAS AND ON THE RF S/CAS FOR THE SOFA PLEASE INSPECT AND CORRECT	
	NATURE OF COMPLAINT: Upholstery Shield	d
	ITEMSIZEAREA AFFECTEDTYPE OF DEFECTKLAUS LT97650R-Q EMER GUQCASING-LAF SEATSCRATCHED/NICKEDKLAUS LT97650-S EMER GUSCASING-RAF SEATSCRATCHED/NICKED	Dright
	TECHNICIAN'S REPORT	NOSWA
	SIZE AREA TYPE CODE COMPONENTS  2 Set Crs 2 M  2 Set Crs 2 M	
	ADDITIONAL COMMENTS: All CISINGS are crab	Chy
	for J. D. In 6 28	
	[ ] Turn Down [ ] Follow-Up Complete SERVICE DATE: VENDOR CODE: 8C6 AMT: \$	<u> </u>

DATE: 06/15/10 Claim: 246820-00 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763  RE: CONNIE POZO Order #/Delivery FSC 036102 9/23/09 330 E 70TH ST APT: 4H Home Phone 646 226 2595 NEW YORK NY 10021 Work Phone INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: CC WITH RED WINE STAIN ON CHAISE S/CAS PLZ INSPECT AND CORRECT  NATURE OF COMPLAINT: Upholstery Shield  TYPE OF DEFECT	, ///	Jennifer Custo	mer Service	MES
TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc.  1921 Bogart Ave.  Bronx Phone 917 414 5064 Fax 914 576 2763  RE: CONNIE POZO 330 E 70TH ST NEW YORK NY 10021  APT: 4H Home Phone 646 226 2595 NEW YORK NY 10021  Work Phone  INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: CC WITH RED WINE STAIN ON CHAISE S/CAS PLZ INSPECT AND CORRECT  NATURE OF COMPLAINT: Upholstery Shield  ITEM KLAUS 4100L-CHS ENER PE  CHS ALL SEAT CASINGS  TYPE  CODE COMPONENTS  TYPE CODE COMPONENTS  TYPE CODE COMPONENTS	, " <b>M</b>	SERVICE	R E P O R T	
NEW YORK  NY 10021  APT: 4H Home Phone 646 226 2595  NEW YORK  NY 10021  Work Phone  INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: CC WITH RED WINE STAIN ON CHAISE S/CAS  PLZ INSPECT AND CORRECT  NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED TYPE OF DEFECT  KLAUS 4100L-CHS ENER PE CHS ALL SEAT CASINGS DRINK/BEVERAGE  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS	B.C. Chem- B.C. Carpe 1921 Bogar Bronx Phone 917	et Cleaning Inc. rt Ave. NY 10462 414 5064		
written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: CC WITH RED WINE STAIN ON CHAISE S/CAS PLZ INSPECT AND CORRECT  NATURE OF COMPLAINT: Upholstery Shield  SIZE AREA AFFECTED TYPE OF DEFECT KLAUS 4100L-CHS ENER PE CHS ALL SEAT CASINGS DRINK/BEVERAGE  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  TYPE CODE COMPONENTS	330 E 70TH	H ST AP	T: 4H Home Phone 64	
SIZE AREA AFFECTED TYPE OF DEFECT  KLAUS 4100L-CHS ENER PE CHS ALL SEAT CASINGS DRINK/BEVERAGE  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  F C SECOND COMPONENTS	COMMENTS: CC WITH	itten report or any con ttn: Jennifer Claim Cen mbers with your report. H RED WINE STAIN ON CHA	cerns to 206-309-0432 ter. Please remember MAKE NOTE OF THE NEW	
KLAUS 4100L-CHS ENER PE CHS ALL SEAT CASINGS DRINK/BEVERAGE  TECHNICIAN'S REPORT  SIZE AREA, TYPE CODE COMPONENTS  TO SET COLORS OF COMPONENTS	NATURE OF COMPLAIN	NT: Upholstery Shield	fahr:	
Falter Casary mile		ENER PE CHS ALL SEA	T CASINGS DRINK/BE	
	F (2) Le	tosal	ml E	COMPONENTS
additional comments: Wide stails remail Also he			mis remod	- Also hes

Service Report Cover	Sheet	4 7 N	•
Facsimile: (206)			(617)
Service Company: BC CheM-Dry	/BC.C~1	A Cler	INC
Vendor Code: 866 Date Faxed: 6/3	0/10 Date	e Received:	
The following service reports were faxed to the Claim Center on the a when received and a copy of this cover sheet will be faxed back to a	above faxed date. bove Service Con	All reports will pany as recor	l be checked d of receipt.
	OVC DATE	AMT	RECEIVED
SC050481 248 A5 F. Codero		30	
TACO(1735 L 48492 A Nonez		75	
5CE036551 248271 C. Robinio		35.	
CC075677 2439(1 1 Macray		75	
BAR 005781 246497 Y AbdolGZiZ		<u> </u>	
BAR901771 246090 C. Reez	C/29	35	
KP014277 24634L J. Mchno	CKG_	2-2	
JLE 902943 238525 J. Melendez	6/29	75	
KP 013/26 247016 E. Carily	6/29	<u> </u>	
JUKO19362 245927 R. Foley		30	
LC 071703 246707 A.Jones	6/29	75	
•			
FOR OFFICE USE ONLY		DATE.	···
AUTHORIZED SIGNATURE:		DATE:	
TOTAL: \$ TOTAL REPORTS: INVOICE	EV	MANTATO:	

K	n 6/29)	Jennifer Custo	omer Service	
	(D 6/29)	SERVICE	REPORT	
			······································	
DATE: TO:	06/22/10 B.C. Chem-Dry B.C. Carpet Cl 1921 Bogart Av		FROM: Jennif	Claim: 248145-00 er Warehouse Claim Ctr
FILL	Bronx			
RE:	FREDDY CEDERO 75 HERBERT ST BROOKLYN	NY 11222	PT: 1 Home Pho	ery SC 050481 3/15/0 ne 718 389 4803 ne 917 744 1129
NSTRUC	written Attn:	n report or any com Jennifer Claim Cem	ncerns to 206-309-	mber to include serial
COMMENT			ON THE FB OF THE R	
	A FULL DET	AIL REPORT AND MA	KES SURE IT'S COVE	RED
NATURE		TAIL REPORT AND MAI Upholstery Shield		RED
ITEM		Upholstery Shield  SIZE AREA A  19 RS FRONT	FFECTED TYP BOARD (COMP) SCR	E OF DEFECT  ATCHED/NICKED
ITEM	OF COMPLAINT:	Upholstery Shield SIZE AREA A	FFECTED TYP BOARD (COMP) SCR	E OF DEFECT Y
ITEM	OF COMPLAINT:	Upholstery Shield  SIZE AREA A  19 RS FRONT	FFECTED TYP BOARD (COMP) SCR REPORT	E OF DEFECT Y
ITEM VENNJ T	OF COMPLAINT:	Upholstery Shield  SIZE AREA A  19 RS FRONT  TECHNICIAN'S	FFECTED TYP BOARD (COMP) SCR REPORT	E_OF_DEFECT
ITEM VENNJ T	OF COMPLAINT:	Upholstery Shield  SIZE AREA A  19 RS FRONT  TECHNICIAN'S	FFECTED TYP BOARD (COMP) SCR REPORT	E_OF_DEFECT
SIZE	OF COMPLAINT:	Upholstery Shield  SIZE AREA A  19 RS FRONT  TECHNICIAN'S	FFECTED TYP BOARD (COMP) SCR REPORT	E_OF_DEFECT
SIZE	OF COMPLAINT: 7847-RS 0646 AREA	Upholstery Shield  SIZE AREA A  19 RS FRONT  TECHNICIAN'S	FFECTED TYP BOARD (COMP) SCR REPORT	E_OF_DEFECT

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(i , the	Jennifer Customer	Service	<b>S</b> (
· ( bu 6/25)	SERVICE RI	E P O R T	_
DATE: 06/23/10		Claim: 24	8492-00
TO: B.C. Chem-I		FROM: Jennifer Warehouse	Claim Ctr.
B.C. Carpet	t Cleaning Inc. t Ave.		
Bronx Phone 917	NY 10462		
	576 2763		
RE: ALEX NUNEZ		Order #/Delivery TAC 0137	
325 ROEBLII BROOKLYN	NG ST APT: NY 11211	7C Home Phone 917 573 4 Work Phone 212 219 1	
6 5 8			•
	ase schedule the above cu tten report or any concer:	stomer for service and fax ns to 206-309-0432	back the
$\mathcal{M} \mathcal{O} \mathcal{O} \mathcal{O}$ Att	tn: Jennifer Claim Center	. Please remember to incl KE NOTE OF THE NEW FAX NUM	
ALL OVE	R THE ENTIRE PIECE CU	THEY SPILLED APPLE JUICE ST WAS JUST TD IN FEB 4 EV STAINS ONLY TAKE PICS F	PL .
NATURE OF COMPLAIN	T: Upholstery Shield	febric	11
ITEM VENNJ G9613RAF-S 7 VENNJ G9616LAF-S 7		CE DRINK/BEVERAGE	_ In I had
	TECHNICIAN'S REPO	RT	
			11.1
SIZE AREA		CODE COMPON	JENTS ' 'U, C
S#13572 A	11 Jet	<u> </u>	
(#1 xs#2 res	+ 1 sectile	20	
ADDITIONAL COMMENT	s: Custom is	s lying about	puty
06v[00]	Lul Clock	to use the	golfe Joesh
[ ] M P	[ ] Follow-Up	omplete SERVICE DATE: 6	129,10
[ ] Turn Down	_		7.7
x juste		or code: 8C6 AMT: \$	stales
we	still there. (	Custone spilled	ivice on
• each	- como, Stave	schildren - E	ren it
- Land	hilber did 4	his it is we	fet bleau 4
V	e let it he	per. He says	Le will coll
		The most cla	red

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Jennifer Customer Service
SERVICE REPORT
DATE: 06/23/10 Claim: 248271-00 TO B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr. B.C. Carpet Cleaning Inc.
1921 Bogart Ave.  Bronx NY 10462  Phone 917 414 5064  Fax 914 576 2763
RE: CELIA RODRIGUEZ Order #/Delivery JLE 036551 6/22/10 541 WYTHE AVE APT: 19-F Home Phone 718 387 1219 BROOKLYN NY 11211 Work Phone 718 536 5182
INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENTS: CC TO RPT TEAR ON BACK-PLS INSPECT AND CORRECT  DMG UPON DELV  LTHR MDSE
NATURE OF COMPLAINT: Warranty
ITEM SIZE AREA AFFECTED TYPE OF DEFECT HOLE (WARRANTY)
TECHNICIAN'S REPORT
SIZE AREA TYPE CODE COMPONENTS  Ditsile back punel 2H out side back pourle
additional comments: Perfore Q outside best powel- (orwer is form or netal freeling is expose
Unreprivable / Undle to felle Att -to lake
[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/29/10
XVENDOR CODE: 8C6 AMT: \$

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	He	6(15)	Jennifer Custome	REPOR'			•
	DATE: TO:	06/01/10 B.C. Chem-Dry B.C. Carpet Clea 1921 Bogart Ave. Bronx Phone 917 414 50 Fax 914 576 27	NY 10462 064	FROM:		aim: 243911-00 rehouse Claim Ctr.	
$\widehat{k}_{0}$	RE:	DIWANACA MCCRAY 1 CHESTER CT BROOKLYN	APT NY 11225	: 4A Ho	/Delivery Lone Phone 64 ork Phone 71	6 342 3944	•
14)	INSTRUC	written 1 Attn: Je	chedule the above of report or any concernifer Claim Center with your report. I	erns to 20 er. Pleas	6-309-0432 e remember	to include serial/	
	COMMENT	S: FOOD STAINS					
	NATURE (	OF COMPLAINT: Up	pholstery Shield	D	1,		
	ITEM VENNJ B	5155-F 7850 12	SIZE AREA AFF ALL SEAT		TYPE OF FOOD	DEFECT	
			TECHNICIAN'S RE	PORT			NSW#
	SIZE _	AREA	TYPE		CODE	COMPONENTS	
	ADDITIO	NAL COMMENTS:	Fresh w	de v	-arks	Jennel-	<u>~</u>
	<del></del>						
	[ ] Tu	rn Down [ ]	Follow-Up [	Complete	SERVICE DAT	E: 6/29/	>

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	<i>'</i>		Jennife	r Customer	Service		$\bigwedge$		
•	(b	le 6/15/	SERVI	I C E R I	EPORT		12 2		
	DATE:	06/23/10 B.C. Chem-D	rv		FROM: Je		laim: 246497 arehouse Cla		
		B.C. Carpet 1921 Bogart	Cleaning Inc.	0462					
(	(1/2)	Bronx Phone 917 4 Fax 914 5		7402		ı			
1,35	RE:	YEHAD ABDEL 717 45TH ST BROOKLYN			2 FL Home	e Phone 7	BAR 005781 1 18 753 0578 47 439 3333	1/27/04	
10	o)								
(2)	/INSTRUC	writ Att	se schedule the ten report or a n: Jennifer Cla ers with your	any concern aim Center	ns to 206- . Please	-309-0432 remember	to include	serial	
	COMMENT		SCRATCHES ON ( ECT AND CORRECT		s ( <u>a</u>	2.fle			
	NATURE	OF COMPLAINT	: Upholstery	Shield		•			
	ITEM VENIC M	2701-C 06		AREA AFFECT			DEFECT ED/NICKED	15	w#
			TECHNIC	IAN'S REPO	RT	•		J.	e pet
	SIZE -	AREA 0 - 1	e Die	TYPE		ODE	COMPONENTS		
	$\frac{c}{2}$	ent de	fice		$\frac{1}{2}$				
			<u> </u>					·····	
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	ADDITIO	NAL COMMENTS		t we	nt (	1992	y + 0	les fo	oyed
		TIME C	hair (2)	Ent bho	to's -	15 G	vedeily T.Dit	op e	
	[ ] Tu	rn Down [	] Follow-Up	Coi	mplete SE	ERVICE DA	TE: 6 /2	7,10	
	x			VENDO'	R CODE: 8	8C6 A	MT: s 3	0	

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SERVICE REPORT
DATE: 06/13/10 Claim: 246090-00 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr. B.C. Carpet Cleaning Inc. 1921 Bogart Ave.
1921 Bogart Ave.  Bronx Phone 917 414 5064 Fax 914 576 2763  NY 10462  Cell #646) 996-0030
RE: LUCY PEREZ Order #/Delivery BAR 901771 6/11/10 350'65TH ST APT: 19P Home Phone 718 836 6773 BROOKLYN NY 11220 Work Phone
INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENTS: CC STATES CORE TOO FLAT AND SCRATCH ON FRONBOARD -PLS INSPECT AND CORRECT IF COVERED  NATURE OF COMPLAINT: Warranty  Fabrica 4001313905
NATURE OF COMPLAINT: Warranty 4001313107
ITEMSIZEAREA AFFECTEDTYPE OF DEFECTSTRAT L7316LAF-S 6268 04SCORE-LAF SEATFLAT/UNDERSTUFFEDSTRAT L7326RAF-S 6268 04SFRONT BOARD (COMP)SCRATCHED/NICKED
TECHNICIAN'S REPORT
SIZE RAF AREA TYPE CODE COMPONENTS  STASTLE GARAGE CORE  SCAFTILE CAFAR OUTSTLE PENEL 2H CAFARMOUTSTLE POM
S converting breaket 2M converting breaket.
ADDITIONAL COMMENTS: D Nestuff RAT study Sola is side balk core - Very mushy - defeat @ Peplace
[] Turn Down [Follow-Up [] Complete SERVICE DATE: 6 29/10
vendor code: 806 AMT: \$ 30  it febric 3 Send tech to realize connector
between 5#1 + 5#2 - Defect.
I will send < photo to T. Dilan

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		Jennifer	Customer Serv	ice	•	
	DATE: 06/15/10 TO: B.C. Cher B.C. Carr 1921 Bogo Bronx Phone 91	et Cleaning Inc.	FROM	Clain	n: 246342-00 nouse Claim Ctr.	
V2	RE: JEBUN MAI 1438 OCEA BROOKLYN INSTRUCTIONS: PI	HMOOD	APT: 2-I .230 e above customer any concerns to aim Center. Ple	206-309-0432 ease remember to	252 4105 222 1241 I fax back the include serial	
·		SIZE A		efter		05n# ~3pt
	ADDITIONAL COMMENT  ADDITIONAL COMMENT  Turn Down  X  Cossily S  Volume  Volume  Cossily S	VTS: Depla fort b fort b [ () Follow-Up	[ ] Complete	2H 2H 2m - m - m - wrepedre - lefection e service date:	e - mile 6,29,20 6 30	Delivery Lenge
			-			

/ .	. )	Jennifer Customer Service
1	-6125/	SERVICE REPORT
PATE:	05/06/10 B.C. Chem-Dry B.C. Carpet Clea 1921 Bogart Ave.	
16	Bronx Phone 917 414 50 Fax 914 576 27	NY 10462 64
RE:	JULIO MELENDEZ 8700 25TH AVE BROOKLYN	Order #/Delivery JLE 902943 4/23/10 APT: 7S Home Phone 917 705 3353 NY 11214 Work Phone
NSTRUC	written r Attn: Je	hedule the above customer for service and fax back the eport or any concerns to 206-309-0432 ennifer Claim Center. Please remember to include serial with your report. MAKE NOTE OF THE NEW FAX NUMBER.
NATURE ITEM	OF COMPLAINT: Up	SIZE AREA AFFECTED TYPE OF DEFECT
VENNAT C		
721110	4514RF-CH 0262 52	CH CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT
SIZE _	AREA  CM feet	
SIZE _		TECHNICIAN'S REPORT

vol1/jfaxout/f8c6psr0 Wed Jun 16 16:03:39 2010 17	
Jennifer Customer Service	
SERVICE REPORT	
DATE: 06/16/10 Claim: 247016-00 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr.  B.C. Carpet Cleaning Inc. 1921 Bogart Ave.  Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763	
RE: EDWARD CASSIDY  2262 E 15TH ST  BROOKLYN  NY 11229  Order #/Delivery KP 013126 3/29/09  Work Phone 718 375 2401  Work Phone 917 715 1025  INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.	
COMMENTS: CC STATES HAS SCRATCHES ON FURN, WILL SEND SVC TECH	
NATURE OF COMPLAINT: Upholstery Shield	
SIZE AREA AFFECTED TYPE OF DEFECT  STRAT H7965-LS 0634 28 LS ALL SEAT CASINGS SCRATCHED/NICKED  STRAT H7915-S 0634 28 S ALL SEAT CASINGS SCRATCHED/NICKED	H
TECHNICIAN'S REPORT	
SIZE AREA TYPE CODE COMPONENTS  All set cases 2N  C exile piece 21	
ADDITIONAL COMMENTS: D'Externe. N'intrest  Wes showing ne the chair - This  file is destroped by ets - T  [] Turn Down [] Follow-Up [a Complete SERVICE DATE: 6 129/10  X	
will send photis to T. Dilone.	

vol1/jfaxout/f8c6	6psr0 Sun Jun 13 19:08:25 2010 4  Jennifer Customer Service	
	SK 6/29 SERVICE REPORT	
TO: I	06/13/10 Claim: 245927-00  B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr.  B.C. Carpet Cleaning Inc.  1921 Bogart Ave.  Bronx NY 10462  Phone 917 414 5064  Fax 914 576 2763	
2	written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial	
COMMENTS:  NATURE OF  ITEM  ASHLE 413	THE SOFA WHICH WAS UNDER THE WRAPPING  F COMPLAINT: Warranty  SIZE AREA AFFECTED  TYPE OF DEFECT  TYPE OF DEFECT	\ /
<u>SIZE</u>	Trasslo/outside back 2H instle/outside Back  dust cove 2H re-style it	,
[ ] Turi	TAL COMMENTS: D Replace in site fortside back per in oks like a box cutter (delivery) unger in oks like a box cutter (delivery) unger in Down [ Follow-Up [ ] complete SERVICE DATE: 6/22/00 VENDOR CODE: 8C6 AMT: \$ 30 (over - it is not torn, just needs to be ne-staplad. I will send in to I follow.	Ü

oll/jfaxout/f8c6psr0	Tue Jun 15 2	1:48:09 2010	10	•	
		er Customer Serv	rice	<b>L</b> _	
(& K	6/29 SERV	ICE REPO	) R T	132	
/ 1921 Bo	nem-Dry orpet Cleaning Inc. ogart Ave.			laim: 246707-00 arehouse Claim Ctr.	
<i>\(\mathcal{O}\)</i>	NY 1 917 414 5064 914 576 2763	10462			
RE: AJA JON 285 COZ BROOKLY	ZINE AVE		er #/Delivery Home Phone 3 Work Phone 3		3
INSTRUCTIONS:	Please schedule the written report or Attn: Jennifer Conumbers with your	any concerns to laim Center. Pl	206-309-0432 ease remember	to include serial	
TOU	TO RPT BEVERAGE STA ICH ACCUM OR PAINT AST MDSE	PREV TD FOR "KI		PAINT"	
NATURE OF COMPI	AINT: Upholstery	Shield 9000		•	
ITEM VENNJ M9815-S	SIZE 6098 21 S	AREA AFFECTED CASING-RAF SEAT		DEFECT	
	TECHNIC	CIAN'S REPORT			
<u> </u>	e set cc LG S/P	SE YZIP SM Case up	CODE	COMPONENTS	
ADDITIONAL COMM	ients:	yn seit	- clen	al percul	e
> > \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	- also h			CCTR NOS	S. L
[ ] Turn Down	[ ] Follow-Up	X		ATE: 6/29/10	
x Starks	(B)(D) L	VENDOR COL		MT: \$ 75 2 p - Cler	sel
Ç.	esh jurce	status -	Also	hes olds	fa
Ø5	RAT set	t - ( ) J	town t	g at heli	ىك
A	f "invisible	palut's	بادن ک	ce-Idd	Not
1-	-uch t				

	56	Facsimile: (20	6)309-C	432	
Candas Company	Q ( (		cy/Bcc-tl	U A	95)
Service Company:	^ · ·	<b>/</b> '	to the	100	
Vendor Code:	3C6 Dat	te Faxed:	130//3 Da	te Received: _	
			on the above faxed date. ack to above Service Co		
STORE/ ORDER#	CLAIM#	CUSTOMER	SVC DATE	AMT	RECEIVED
JEE 01717	o 2469/1	- KMizg	ciri 6/30/1	<u>0.50</u> .	
2EF 05914	8 24802	6.C.Rive	2-c 6/30	75	
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JLE02500.		<u> </u>	ehen 6/30	30	
TACOIS	4024791	8 A.Cal	outen: 6/30	75	
CC07/307	24740	1 N. Rab	usky 6.130	75	·
J LV01325	9 247011	J. Tay	(or 30</td <td>3.0</td> <td>Ī</td>	3.0	Ī
JLE ODOIN		/ •	ng 6/30	3,5	$\overline{\Box}$
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	'es'	FOR OFFICE USE O	ONLY		· ·
AUTHORIZED SIGN	NATURE:			DATE:	
TOTAL: \$	TOTAL REF	PORTS:I	NVOICED :	INITIALS:	

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	Jennifer Customer Service  SERVICE REPORT
i.	SERVICE REPORT
	DATE: 06/16/10 Claim: 246915-00 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr. B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx NY 10462 Phone 917 414 5064
_	Fax 914 576 2763
(v)	RE: RAUL MIZGUIRI Order #/Delivery JLE 017170 12/15/00 32-14 83RD. ST. APT: 1STFL Home Phone 718 672 1635 EAST ELMHURST NY 11370 Work Phone 917 224 9530 MRS
19	INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
	COMMENTS: CC STATES HAS A TEAR ON LF SCAS, WILL SEND SVC TECH
	NATURE OF COMPLAINT: Upholstery Shield
	ITEM SIZE AREA AFFECTED TYPE OF DEFECT
	TO A TO THE CONTROL OF THE CONTROL O
	TECHNICIAN'S REPORT
	SIZE AREA TYPE CODE COMPONENTS
	F CR Set can 20
	CRAF CM 20
	additional comments (D Torr sease on F Wilds all of RATur O Cruking on cm set
	cesing of F-I will send photos
	[] Turn Down [] Follow-Up [ Complete SERVICE DATE: 6/20/10
	VENDOR CODE: 8C6 AMT: \$ 50

					- <del>-</del>		
vol1/jfa	xout/f8	c6psr0 Tue	Jun 22 03:00:10	0 2010	10		
		AK G/V	tennifer Cust	omer Servic	:e		ひし
		10-6134	SERVICE	REPOR	: <b>T</b>		
	DATE:	06/22/10			C	laim: 248026-	00
	TO:	B.C. Chem-Dry B.C. Carpet Cle	aning Inc.	FROM:	Jennifer W	arehouse Clai	n Ctr.
		1921 Bogart Ave Bronx					
6	124	Phone 917 414 5 Fax 914 576 2					
	RE:	LINDA RIVERA 5439 100TH ST CORONA	A NY 11368	APT: 105 H		REF 059148 2 47 605 4540	/28/09
$\binom{9}{11}$	INSTRUC	Attn: J	chedule the abov report or any co ennifer Claim Ce with your report	enter. Plea	206-309-0432 ase remember	to include s	
	COMMENT	TS: CC W FOOD ST. PLZ INSPECT	AINS ON SOFA S/C AND CORRECT	cas Ç	labre.		
	NATURE	OF COMPLAINT: U	pholstery Shield	l Control	¥20.		
	ITEM VENNJ N	16725LAF-S 7970 2	1 S ALL SE	AFFECTED EAT CASINGS	FOOD	DEFECT	
	VENNJ N	16783RF-CH 7970 2		EAT CASINGS	FOOD		
			TECHNICIAN'S	REPORT			
	SIZE	AREA	TYF	PE	CODE	COMPONENTS	
	<u>J</u>	Allsen	C C (1)		<del>*(</del> -		
	<u> </u>	C7R S	et Ecsy	<u> </u>	<u> </u>		
	<del></del> .	· · · · · · · · · · · · · · · · · · ·	, —				
	ADDITIO	ONAL COMMENTS:	tresh	stering	~ ~ / C S	rehor	
					<i>p</i> *		
	[ ] T	urn Down [ ]	Follow-Up [	Complete	SERVICE DA	ATE: <u>6</u> 30	10
	х			VENDOR CODE	: 8C6 <i>I</i>	amt: \$ <u>75</u>	

	<i>∕</i> - )
033&12a00\033(s0p12h3T@+FNUM[19145762763] A U T O - F A X Rev 2.10U Jennifer Customer Service	CLL
SERVICE REPORT	
DATE: 04/25/10 Claim: 236017 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Cla B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763	
RE: CYTHIA FERGUSON Order #/Delivery NC 045953 1 7043 72 ST APT: PRVT Home Phone 917 716 7157 GLENDALE NY 11385 Work Phone	1/12/05
INSTRUCTIONS: Please schedule the above customer for service and fax bac written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.	
COMMENTS: CC TO RPT SCRATCHES-PLS INSPECT AND CORRECT IF COVERED LTHR MDSE	
NATURE OF COMPLAINT: Upholstery Shield	
ITEMSIZEAREA AFFECTEDTYPE OF DEFECTVENNJ M2715-S0680 29SCASING-CTR. SEATSCRATCHED/NICKED	4 A
TECHNICIAN'S REPORT	m#
SIZE AREA TYPE CODE COMPONENTS  CUY  76	
additional comments: Exrits left & surge -1	ep wird
[ ] Turn Down [ ] Follow-Up [ Complete SERVICE DATE:	2,10
x	5

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	Jennifer Customer Servi	ice	$\mathbb{Q}_{2}$
. · (BO6/3)	SERVICE REPO	R T	,
DATE: 06/23/10 TO: B.C. Chem-Dry B.C. Carpet Cl		Claim: 248 : Jennifer Warehouse	
1921 Bogart Av Bronx Phone 917 414 Fax 914 576	NY 10462 5064		•
RE: KENNETH SHEEHA 70-01 66TH PLA GLENDALE		r #/Delivery JLE 02500 Home Phone 718 366 76 Work Phone 718 594 52	535
written Attn:	schedule the above custome: report or any concerns to Jennifer Claim Center. Plo with your report. MAKE NO	206-309-0432 ease remember to inclu	ıde serial
COMMENTS: CC STATES H SVC TECH	AS A RIP ON SCAS, 1 BCAS H	as a tear, will send	to suty
NATURE OF COMPLAINT:	Upholstery Shield	Call	I wild
ITEM VENNJ M2715-S 0680 VENNJ M2715-S 0680			
	TECHNICIAN'S REPORT		٠, ١
SIZE AREA  SIZE	TYPE TYPE	CODE COMPONE	ENTS
I Albert	c c vti	26	
S RAF or	<u> </u>	$\frac{2A}{2A}$	
C) CAT or	<del>-</del> -	<u> </u>	
additional comments: (	DRAF maile Sa	act of safe	is creeking
4 mx 18	t feer 13 betu	ween CTV F 1	RAT sets
[ ] Turn Down [ ]	Follow-Up [ Complet	e SERVICE DATE: 6	130,10
x	VENDOR COD	DE: 8C6 AMT: \$	50
(S) 2 KM2 (C)	vendor cod on or US CASW I send photos	mare chi	المرا والرا
I will	send proces	10 1.41	L. ONE V

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VOTT.	/ IIakuu	C/ 2000)	J D T V

#### Tue Jun 22 03:00:10 2010

Jennifer Customer Service

410	6/30)
Die	

SERVICE REPORT

06/22/10DATE:

B.C. Chem-Dry

Claim: 247918-00

FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc. 1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064

914 576 2763

sell is broken

RE:

TO:

ANABEL COLOMBANI

1823 WOODBINE ST

Order #/Delivery TAC 013540 11/15/08 (2R Home Phone 917 502 0885 —

RIDGEWOOD

NY 11385

Work Phone 212 731 5636

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C/C SAID THERE ARE FOOD STAINS ON S/CASINGS FROM HER CHILD

NATURE OF COMPLAINT: Upholstery Shield

ITEM VENNJ W0447-RS

SIZE 7750 12 RS

AREA AFFECTED CASING-CTR. SEAT TYPE OF DEFECT

FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS	
RC All	set cesiti	•	76		
<u> </u>	300	<u>ر</u>	<u> </u>		
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		*			
	<b>1</b>	Λ	1.	1	
	Fresh	with ma	rks 0	WIV, Also	
ADDITIONAL COM	MENTS;	70 014	<del>, -</del>		4
tell t	of stant	( J W	M S	end a phi	20
	- N · I -			7	
to	1. () / One -				
				6.32.10	
[ ] Turn Down	[ ] Follow-Up	[ Complete	SERVICE DA	TE: <u>8 / 8 / 5 / 5 </u>	
		TENTON CONT	0.000	M 7.	
X		_ VENDOR CODE:	8C6 A	MT: \$	

1	K 6/3	O/	Jennifer Cust	omer Servi	.ce		(
		-	BERVICE	REPO	R T		
DATE: TO:			ing Inc.	FROM:	Jennif	Claim: 24740 er Warehouse Cl	
/17	Bronx Phone 9	17 414 5064 14 576 2763					
RE:		9TH AVE 01-9112	А			ery LC 071307 ne 561 702 9351	
)	FLUSHING	G	NY 11367		Work Pho	ne 414 403 3316	5
INSTRU	7	written rep Attn: Jenn	oort or any co nifer Claim Ce	ncerns to nter. Ple	206-309-0 ase remen	vice and fax ba 0432 mber to include NEW FAX NUMBER	seria
COMMEN	6/2	PLEASE TAKE	AVE A NEW MIL PICS & ADVIS VISE WHERE & W	E SPOT CLE	AN RECENT		
	•						
NATURE			olstery Shield				
ITEM	OF COMPLA	AINT: Upho	SIZE AREA A	FFECTED		E OF DEFECT	- n a
ITEM			SIZE AREA A CASING	FFECTED -CTR. SEAT		E OF DEFECT NK/BEVERAGE	· 10
ITEM	OF COMPLA	AINT: Upho	SIZE AREA A	FFECTED -CTR. SEAT			
ITEM	OF COMPLA	AINT: Upho	SIZE AREA A CASING	FFECTED -CTR. SEAT REPORT			rs P
ITEM VENNJ I	OF COMPLA	AINT: Upho	SIZE AREA A S CASING TECHNICIAN'S	FFECTED -CTR. SEAT REPORT	DRII	NK/BEVERAGE	rs
SIZE	OF COMPLIA	AINT: Upho	SIZE AREA A S CASING TECHNICIAN'S TYP	FFECTED -CTR. SEAT REPORT E	CODE */C	COMPONENT	rs
SIZE	OF COMPLIA	AINT: Upho	SIZE AREA A S CASING TECHNICIAN'S TYP	FFECTED -CTR. SEAT REPORT E	CODE	COMPONENT	5 n
SIZE S ADDITIO	OF COMPLIA	AINT: Upho	SIZE AREA A S CASING TECHNICIAN'S  TYP  - She c	FFECTED -CTR. SEAT REPORT E	CODE 16	COMPONENT  LK Stail	7 d v
SIZE S ADDITIO	OF COMPLIA  19715-S  AI  ONAL COMME	AINT: Upho	SIZE AREA A S CASING TECHNICIAN'S  TYP  She continued  She continu	FFECTED -CTR. SEAT REPORT E -cd -cle	CODE 110  CODE 1	COMPONENT	5 m 45. 5 fr

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, , <u></u>			Jennifer Custome			$\sim$
	. (\$	, 6/39/s	ERVICE R	EPORT		
	TO: B.C B.C 192 Bro Pho	/16/10 C. Chem-Dry C. Carpet Cleaning 21 Bogart Ave. onx one 917 414 5064	ng Inc. NY 10462	FROM: Jen	Claim: 2470 nifer Warehouse C	
	100 HOI	CQUELINE TAYLOR 032 198TH ST LLIS	NY 11423	PH Home Work	livery JLV 013259 Phone 646 284 395 Phone 646 284 395 service and fax b	6
	INSTRUCTION	written repo Attn: Jenn	ort or any conce ifer Claim Cente	erns to 206-3 er. Please r		e serial
	COMMENTS:	CC TO RPT SCRATO	CHES-PLS INSPECT	AND CORRECT	IF COVERED	
	NATURE OF	COMPLAINT: Upho	lstery Shield			· A
	ITEM VENNJ A745 VENNJ A745 VENNJ A746	5-F 0617 29	SIZE AREA AFFE F ARM-RAF I F CASING-CT LS BACK-INSI	N/OUT TR. SEAT	TYPE OF DEFECT SCRATCHED/NICKED SCRATCHED/NICKED SCRATCHED/NICKED	
			TECHNICIAN'S REF	PORT		SWZ
	SIZE	AREA	TYPE	COD	E COMPONEN	ITS .
	<u>C</u> S (	rutbood An cons	+ RAT J (cares)	et 2.	<u>S</u>	
	ADDITIONAL		o, ato	CS fro	at board	1+
	1 C E	lans a	ne a li	rfler fl	of the	<del> د ه</del> هوړ <u></u>
	[ ] Turn	Down [ ] Fol	low-Up [ ]	Complete SER	VICE DATE: 6	
	x	enda photo		oor code: 80	6 AMT: \$	<u> </u>

Jennifer Customer Service

#### SERVICE REPORT



DA TC	TE:
	//.

06/16/10

B.C. Chem-Dry

Claim: 247006-00 FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

6/(6 Phone 917 414 5064

Fax 914 576 2763

Cel(3 47) 869-8074

RE:

ELIZABETH CHONG

8935 PONTIAC ST

BELLEROSE

NY 11427

Order #/Delivery JLE 030111 6/23/07

Home Phone 718 465 1378 Work Phone 212 682 7565

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS:

THE SOFA HAS A RIP ON THE TOP OF THE BACK CUSHION INBETWEEN

THE LEFT AND CENTER CUSHION

NATURE OF COMPLAINT: Upholstery Shield

ITEM

VENNJ M7551-S

0626 90

AREA AFFECTED CASING-CTR. BACK TYPE OF DEFECT

HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

ADDITIONAL COMMENTS: Jord seam - twill  send a photo to T. D. I only  [] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/30/0  x	SIZE	AREA		TYPE	CODE	COMPONENTS	
Jend = photo to T.D./orl  [] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/20/0	2	itsile	bull (CT	n)	23		
Jend = photo to T.D./orl  [] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/20/0	•						
Jend = photo to T.D./orl  [] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/20/0							<del></del>
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Jend = photo to T.D./orl  [] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/20/0	<u></u> ,				***************************************		
Jend = photo to T.D./orl  [] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/20/0	* DD T TT T	ONAL COMMENTES	Tor	- Lean	- T	· will	
7 ~	ADDITI	Jend	¿ ~ pl	isto to	, T	A -	
7 ~			7				
x VENDOR CODE: 8C6 AMT: \$_3	[ ] T	urn Down [	] Follow-Up	[ ] Complete	e SERVICE	DATE: 6/24	7/0
	x			VENDOR CODE	E: 8C6	AMT: \$	<u> </u>

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Wed Jun 16 16:03:39 2010



Jennifer Customer Service

. ,	, ,	SERVICE REPORT
	DATE: TO:	06/16/10  B.C. Chem-Dry  B.C. Carpet Cleaning Inc. 1921 Bogart Ave.  Bronx  NY 10462 Phone 917 414 5064 Fax 914 576 2763  Claim: 246981-00 FROM: Jennifer Warehouse Claim Ctr.
2	RE:	GULSHAN HUSSAIN       Order #/Delivery PAC 006055       9/10/05         196-05B 65TH CRESCENT       APT: 3A Home Phone 347 494 5440         FRESH MEADOWS       NY 11365       Work Phone 917 385 4091 CELL
\d	INSTRUC	TIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
		S: C/C HAS A FEW TEARS ON CTR S/CAS OF SOFA WHICH WAS ACCIDENTLY CAUSED BY THE CUSTOMER.PLZ CORRECT & PROVIDE A DETAIL REPORT.  OF COMPLAINT: Upholstery Shield
_	ITEM VENNJ M	SIZE AREA AFFECTED TYPE OF DEFECT  2715-S 0680 29 S CASING-CTR. SEAT HOLE (UPH.SHIELD)  TECHNICIAN'S REPORT
	SIZE -	AREA TYPE CODE COMPONENTS NO CON Set 21

[ Complete SERVICE DATE: 6/30/10 [ ] Turn Down [ ] Follow-Up AMT: \$\_\_\_ VENDOR CODE: 8C6

NY 10462

Jennifer Customer Service



#### SERVICE REPORT



DATE: TO:

06/22/10

B.C. Chem-Dry

Claim: 248236-00

Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

Phone 917 414 5064

914 576 2763

Claricastonistopetus

ADENA FEINBERG RE:

137-14 JEWEL AVE

NY 11367 FLUSHING

Order #/Delivery HC 086240 4/03/09

APT: 28-C Home Phone 917 767 1697

A Work Phone 914 806 0217

INSTRUCTIONS: Please schedule the above customer for service and fax back the

FROM:

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C/E SAYS THEY HAVE MILK & BABY FORMULA STAINS PLS SPOT CLEAN RECENT ONES ONLY \*\* CUST HAS BEEN TD IN PAST 2X'S FOR ST CORES AS NORMAL & UP TO STANDARDS PLS ADVISE WHAT & WHERE

NATURE OF COMPLAINT: Upholstery Shield

Acbric

ITEM VENNJ B1415-S

6154 35

SIZE AREA AFFECTED ALL SEAT CASINGS TYPE OF DEFECT DRINK/BEVERAGE

VENNJ B1465-LS

6154 35

S ALL SEAT CASINGS LS

DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE AREA	TYPE	CODE	COMPONENTS
5 All sent	cash	<del>الا</del>	
LS Alget	conj	<u> </u>	
	٦		
ADDITIONAL COMMENTS:	Il roce	at b	by formula
starts rea	roll. Mere	de al	So MENY
old be	by formuly	5 fechs	do present
[ ] Turn Down [ ] Foll	ow-Up [ Complet	e SERVICE I	DATE: 6/39/0
x	VENDOR COD	E: 8C6	AMT: \$ 7

	Service Report Cover Sheet Facsimile: (206) 309		
()/ /-	Chem-Dry/OC(		90)
Vendor Code:	Date Faxed:	Date Received:	
	re faxed to the Claim Center on the above faxed s cover sheet will be faxed back to above Service		
STORE ORDER # CLAIM # A-C 902332 24	9260 C. Repers 7/1/	10 75	RECEIVED
TNB 007429 242	971 E. Soyka 7/1	75	
FRS050811 24	971 E. Soyka 7/1 8870 K. Spector 7/1	75	
JSH008241 24:	5615 R. Golend 7/1	30:	
JLB 018206 148	294 B. Abyebel 7/	30	
JP025365 247	215 J. Colledo 7/1	30	
WTT006685148	8690 M. Pascud 7/	75	
		#Filing rest from the contract of the contract	
		streadallitie drilliousehausehausehausena	
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	\cdot 2\cdot 2\c		
AUTHORIZED SIGNATURE:	FOR OFFICE USE ONLY	DATE:	
TOTAL: \$ TOTA	AL REPORTS: INVOICED :	INITIALS:	_

8C6

VENDOR CODE:

AMT: \$

Jennifer Customer Service

MEU

#### SERVICE REPORT

DATE: 06/27/10 Claim: 249260-00 B.C. Chem-Dry TO: FROM: Jennifer Warehouse Claim Ctr. B.C. Carpet Cleaning Inc. 1921 Bogart Ave. NY 10462 Phone 917 414 5064 914 576 2763 Fax Order #/Delivery AC 902332 8/04/07 6 Home Phone 212 348 6551 RE: CHRISTINA CEPERO 293 PLEASANT AVE NEW YORK NY 10029 Work Phone 646 326 5229 INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER. COMMENTS: POTATO CHIP GREASE ON LF AND RF SEAT CASINGS NATURE OF COMPLAINT: Upholstery Shield SIZE AREA AFFECTED TYPE OF DEFECT VENNJ V9747-RS 6098 12 CASING-LAF SEAT TECHNICIAN'S REPORT ADDITIONAL COMMENTS: SERVICE DATE: [ ] Turn Down [ ] Follow-Up ] Complete

Jennifer Customer Service

SERVICE REPORT

DATE:

<del>05</del>/27/10

Claim: 242971-00 Jennifer Warehouse Claim Ctr.

TO:

B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

NY 10462

Phone 917 414 5064

914 576 2763 Fax

Cell # (201) 248-0181

RE:

EDWARD SOYKA

353 EAST 83RD ST

Order #/Delivery JNB 007429 1/05/01

Home Phone 201 391 8229 - No good APT: 11B

NEW YORK

NY 10028

Work Phone 212 805 3975

INSTRUCTIONS:

Please schedule the above customer for service and fax back the

FROM:

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS:

C/E JUST SAYS MDSE NEEDS TO BE CLEANED CUST WAS TO IN MARCH OF 2006 FOR ACCUM DO NOT TOUCH PLEASE TAKE & SEND PICS & SPOT CLEAN RECENT FOOD & BEV STAINS -CUST CHANGED APT # HER

NATURE OF COMPLAINT: Upholstery Shield

ITEM SBALT GRETCLAF-Q 739 SIZE Q

AREA AFFECTED ALL SEAT CASINGS

TYPE OF DEFECT DRINK/BEVERAGE

SBALT GRETCRAF-S 739 02

S

02

ALL BACK CASINGS

FOOD

TECHNICIAN'S REPORT

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SIZE	AREA	TYPE	CODE	COMPONENTS
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Q	rest 1 pie	se)	21	
7	utime pi	cec	21	
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	mensel in	(L) Q sent	ecs m.	S. Als hes
	old Sta	NS W QF	5	red profession
[ ]	Turn Down [ ] Foll	Low-Up [ ] Complete	e SERVICE	DATE: 7/1/10
x		VENDOR COD	E: 8C6	AMT: \$
	Clean /ma	in Sewice. He	is sm	ell oldstall

. /		Jennifer Customer Servi	da Cu
. ( ,	bkilfi)	SERVICE REPO	7•CC
DATE: TO:	06/24/10 B.C. Chem-Dry B.C. Carpet Clean 1921 Bogart Ave. Bronx	ning Inc. NY 10462	Claim: 248870-00 Jennifer Warehouse Claim Ctr.
	Phone 917 414 506 Fax 914 576 276	33	
RE:	KYLEY SPECTOR 401 EAST 80TH STR NEW YORK	REET APT: 27D	#/Delivery PRS 050822 6/23/10 Home Phone 201 694 1001 Work Phone 201 615 4999
INSTRUC	written re Attn: Jen	port or any concerns to	ase remember to include serial
COMMENT		A STAIN ON O/B CHAISE -	PLEASE INSPECT AND
	CORRECT	1	201:-
	CORRECT  OF COMPLAINT: War	rranty	zb1:-
ITEM			TYPE OF DEFECT DIRT ON DLVRY
ITEM	OF COMPLAINT: War	ranty & SIZE AREA AFFECTED	TYPE OF DEFECT
ITEM	OF COMPLAINT: War	ranty  SIZE AREA AFFECTED C BACK-OUTSIDE	TYPE OF DEFECT
ITEM	OF COMPLAINT: War	ranty  SIZE AREA AFFECTED C BACK-OUTSIDE TECHNICIAN'S REPORT	TYPE OF DEFECT DIRT ON DLVRY
ITEM VENNJ C	OF COMPLAINT: War	ranty  SIZE AREA AFFECTED C BACK-OUTSIDE TECHNICIAN'S REPORT	TYPE OF DEFECT DIRT ON DLVRY  CODE COMPONENTS

is dancyly I will send = pl

[] Turn Down [[] Follow-Up ['] Complete SERVICE DATE: 3/ VENDOR CODE: 8C6 AMT: \$\_\_\_

to T.Dilone.

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•	(	DIC	7/1	S E R V I		EPOR			•	
	DATE: TO:	B.C. Ca	l0 nem-Dry arpet Clear ogart Ave.			FROM:	Jennifer	Claim: 2456 Warehouse (		
(	0/4		917 414 50 914 576 27		462		6	108)49	?0 - <del>0</del> 0 •	4-0
	RE:		GOLAND 72TH ST RK	NY 10	APT: 1	11-N Hc		TY JSH 008242 908 578 804		
$\mathcal{N}$			written re Attn: Je: numbers w	eport or a nnifer Cla ith your r	ny concern im Center. eport. MAR	ns to 20 . Pleas KE NOTE	06-309-04 se rememb OF THE N	er to includ EW FAX NUMBI	de serial	
	COMMENT		SAYS THAT ASE INSPEC		ECT		S/CAS OF	THE SOFA	. /	$\overline{}$
	NATURE  ITEM  VENNJ B		0628 29	SIZE A	REA AFFECT ASING-RAF	SEAT	HOLE	OF DEFECT (WARRANTY)	- N	SVIII -
_					AN'S REPOR			m deliu	工	vsut,
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	[ ] Tu	rn Down	T U F	ollow-Up			SERVICE	DATE:/_	1,10	)
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(K 1/1)	Jennifer Customer Ser	/// (~
	SERVICE REPO	O R T
1921 Bogart	Cleaning Inc. Ave.	Claim: 248294-00 M: Jennifer Warehouse Claim Ctr.
( ) Bronx Phone 917 4 Fax 914 5	NY 10462 14 5064 76 2763	cel (\$20) 237-28
RE: BIIFTU ABAJ 626 RIVERSI MANHATTAN		er #/Delivery JLB 028206 4/26/07 Home Phone 212 380 6236 Work Phone 2 <del>12 984 5420</del>
writ Att numb	ten report or any concerns to	lease remember to include serial OTE OF THE NEW FAX NUMBER. E
7 TAKE PIC	S -	Cether
NATURE OF COMPLAINT	: Upholstery Shield	للمرك
ITEM VENNJ Z2616LAF-S 06 VENNJ Z2617RAF-F 06		, , ,
SIZE AREA	TYPE K	CODE COMPONENTS
F INSTU	Religion	$-\frac{2B}{2A}$
SOF All	sert cary	2B
ADDITIONAL COMMENTS	DF+S IN	sorle backs are seas - some are
also .	- rewon for splitting along	He seam.
		te SERVICE DATE: 7///
Х	VENDOR CO	· · · · · · · · · · · · · · · · · · ·
@ ANS	edges of sext	casitys of St Tare
chip	ning - wear + Tec	- Iwill
<b>S</b> A	T a data of	

/ A/1 )	Jennifer Customer	Service	MUU
/ ber	SERVICE R	EPORT	
DATE: 06/17/10 TO: B.C. Chem-Dry B.C. Carpet 0 1921 Bogart A	Cleaning Inc.	Clain FROM: Jennifer Wareh	: 247215-00 ouse Claim Ctr.
Phone 917 414 Fax 914 576			
RE: JENNIFER COLI 3920 BROADWAY NEW YORK		Order #/Delivery JP 50 Home Phone 646 7 Work Phone 917 7	02 3238
MILE Writte	e schedule the above cuen report or any concer Jennifer Claim Center s with your report. MA	ns to 206-309-0432 Please remember to	include serial
AND RF IC	A SECOND OPINION ON HE DA AND TH ELF S/CAS SPECT AND CORRECT AN PR		
NATURE OF COMPLAINT:	Upholstery Shield		
VENNJ M2765-LS 0680	SIZE AREA AFFEC 1 29 LS ARM-RAF IN 1 29 LS ARM-LAF IN 2 29 LS CASING-LAF	OUT BURN OUT BURN	 ~
	TECHNICIAN'S REPO	RT	1 OV
SIZE AREA		$\frac{\text{code}}{2\beta}$	MPONENTS
US CAF C	et costs	2S 2S	
CS KNF W			
CS ICNT C			
ADDITIONAL COMMENTS:	Custone 13	Lyby to	cleim
ADDITIONAL COMMENTS:	Hookeh d	Lyly to lid this I Skill device,	cleim + is a like a b
	estern shy	Kill Struce, Service DATE:	7/1/10
	estern sm	Kill Struce, Service DATE:	7/1/10

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#### Wed Jun 23 19:08:01 2010

Jennifer Customer Service

SERVICE REPORT

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DATE: 06/23/10 TO:

B.C. Chem-Dry

Claim: 248690-00 FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

6/23

Bronx

NY 10462

Phone 917 414 5064

Fax 914 576 2763

RE:

MARGARITA PASCUAL

Order #/Delivery WTT 006685 3/07/07

4877 B-WAY NEW YORK

NY 10034

Home Phone 646 465 0070

Work Phone 646 678 5809 HOME

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C/C STATED FOOD & BEVERAGE STAIN ON RF S/CAS OF LS.PLEASE

CORRECT & PROVIDE A DETAIL REPORT.

NATURE OF COMPLAINT: Upholstery Shield

6018 22

ITEM

VENNJ M2065-LS

LS

SIZE AREA AFFECTED CASING-RAF SEAT TYPE OF DEFECT

TECHNICIAN'S REPORT

ra sw#

SIZE	AREA	TYPE	CODE	COMPONENTS
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<del>,</del> •				
ADDITI	ONAL COMMENTS:	ege juice sp	ill ren	nel-Also
l	ny a few.	smell, older	s fails	1
[ ] T	urn Down [ ] Fo	llow-Up [ Comple	ete SERVICE	DATE: 7/1/0
x		VENDOR CO	DDE: 8C6	AMT: \$

Service Report Cover Sheet

Facsimile: (206) 309-043 Chem-Dou Service Company: 866 Date Received: Vendor Code: Date Faxed: The following service reports were faxed to the Claim Center on the above faxed date. All reports will be checked when received and a copy of this cover sheet will be faxed back to above Service Company as record of receipt. STORE/ ORDER # SVC DATE HC 085790 250009 7/8/10 HC086460 248769 HN/016941 24749 SAB007984 247905 D. Belluccio 7/5 SAB008391 250035 BAY043740249345 WH080547249671 JGC016851 250115 FOR OFFICE USE ONLY **AUTHORIZED SIGNATURE:** DATE: INVOICED: INITIALS: TOTAL: \$

	147(D)	ue Jun 29 18:32:16 Jennifer Custo			BX
		SERVICE	R E P O R T		V
DATE TO:	06/29/10 B.C. Chem-Dry B.C. Carpet Cl 1921 Bogart Av Bronx Phone 917 414 Fax 914 576	e.	FROM: Je	Claim: 25 ennifer Warehouse	
RE: 4341	ADRIAN WILLIAM  4554 GUNTHER A BRONX	IS	Order #/I PT: 2D Home	Delivery HC 0857 Phone 914 310 7 R Phone 914 426 2	413
INSTRUC	writter Attn:	schedule the above report or any cor Jennifer Claim Cer with your report.	cerns to 206 ter. Please	-309-0432 remember to incl	ude serial
COMMENT	SECTIONAL PLEASE 1	NAT THERE ARE JUICE INSPECT AND CORRECT Upholstery Shield		CS	
ITEM VENNJ (	G8113RAF-S 7970 G8116LAF-S 7970	SIZE AREA AN	Ĺ	TYPE OF DEFECT DRINK/BEVERAGE DRINK/BEVERAGE	
		TECHNICIAN'S F	REPORT		1
SIZE	AREA C	n set		COMPON	ENTS
ADDITI	ONAL COMMENTS:	This is * Freshfood	ell fl	nt vas	shown
	-			<u> </u>	0 / 0

L/jfaxout/f8	c6psr0 Thu J	un 24 17:11:26 2010	4
	\$ F7/L)	Jennifer Customer Serv	<del>ن</del>
DATE: TO:	06/24/10 B.C. Chem-Dry B.C. Carpet Clean 1921 Bogart Ave. Bronx Phone 917 414 506 Fax 914 576 276	ing Inc. NY 10462 4	Claim: 248769-00 : Jennifer Warehouse Claim Ctr.
RE:	JUDY ALBERTO 1125 E 212TH ST BRONX		r #/Delivery HC 086460 4/19/09 Home Phone 718 652 3396 Work Phone 917 907 0406 CELL
	Attn: Jen numbers wi	th your report. MAKE NO STAIN ON THE SEAT CASI CALL CEL	ease remember to include serial TE OF THE NEW FAX NUMBER.  NG FROM MILK L
ITEM VENNJ E	5155-F 7850 12	SIZE AREA AFFECTED  F CASING-CTR. SEA  TECHNICIAN'S REPORT	
SIZE -	(2) Set	CCIP	CODE COMPONENTS  COMPONENTS
ADDITIC	DNAL COMMENTS: A	fy a few	Tresh whe now
- A	more 1	los covered	IN DO STAIN

VENDOR CODE: 8C6

AMT: \$\_\_\_\_

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,	•	1	1/2	Jennif	er Custome				_	
		Oc	<b>*</b>  -	SERV	ICE R	REPOI	R T 			
	DATE: TO:	06/17/1 B.C. Ch B.C. Ca		ning Inc		FROM:	Jennife:		247129-00 se Claim Ct	cr.
	CIM	Bronx Phone 9	ogart Ave. 917 414 50 914 576 27		10462 558 bro	, Per	k Easi	- 	0(646) 3	377 - 191,
	RE:		TH FIGUER	<del>URSE</del>	APT: 1 <del>0468</del>	: 275 ]	#/Delive: Home Phone Work Phone	e 347 726	6942 3/05,	
9	INSTRUC	CTIONS:	written r Attn: Je	eport or nnifer C	any conce	customer erns to :	for serv 206-309-0 ase remem	ice and f 432 ber to in	ax back the clude seria	
	COMMENT		O RPT JUI		S-PLS INSE	PECT AND	CORRECT	IF COVERE	D.	
	NATURE	OF COMPI	AINT: Up	holstery	Shield					
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				TECHNI	CIAN'S REI	PORT				0007
	SIZE		AREA K Se	<del></del>	TYPE	<del></del>	CODE	COMP	ONENTS	
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	ADDITIO	ONAL COM	sel 0	n	set	1-	25/2	5, A	1/2	ENI
	[ ] Ti	ırn Down	[ ] F	ollow-Up	Jan W	Complete	SERVICE	DATE:	7,2,1	0
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vol1/jfaxout/f8c6psr0	Tue Jun 22 03:00:10 2010	5	6-1
16 7/L	Jennifer Customer Ser		<b>3</b> 4
DATE: 06/22/10 TO: B.C. Chem-1 B.C. Carpet 1921 Bogard Bronx Phone 917	t Cleaning Inc. t Ave. NY 10462	Claim: 247905- DM: Jennifer Warehouse Clai	
<i>O</i> ·	576 2763		
RE: CYNTHIA PAI 1549A WHITE BRONX	DILLA Ord E PLAINS RD APT: 3 NY 10462	der #/Delivery SAB 007984 3 Home Phone 347 266 3751 Work Phone 646 306 0005 C	3/01/09 CELL
wri At	ase schedule the above custometen report or any concerns to the Jennifer Claim Center. If the bers with your report. MAKE N	to 206-309-0432 Please remember to include s	
PLS CAL	ES HAS FOOD STAINS, WILL SENI L CELL PH#	D SVC TECH	
	T: Upholstery Shield  SIZE AREA AFFECTED	TYPE OF DEFECT	4 0
ITEM VENNJ B442G-SECT 7			
	TECHNICIAN'S REPORT		<i>5</i> 40
SIZE AREA	ret (c.s.ys	CODE COMPONENTS	
ADDITIONAL COMMENT	s: Fresh pewcally	sympremod.	Also

[ ] Turn Down [ ] Follow-Up [ Complete SERVICE DATE: 1/2/10

AMT: \$\_\_\_

X\_\_\_\_\_\_ VENDOR CODE: 8C6

faxout/f8		Jennifer Cu	stomer Serv	ice		
. (	BK7/3/	SERVIC	E REPO	R T		
DATE: TO:	B.C. Chem-Dry B.C. Carpet Clean 1921 Bogart Ave.	ing Inc.	FROM	: Jennifer	Claim: 250035 Warehouse Cla	
6119	Bronx Phone 917 414 506 Fax 914 576 276					
RE:	DEBBIE BELLUCCIO 3055 BRUCKNER BLV BRONX	7D NY 10461	APT: PRVT		y SAB 008392 718 904 7434	9/09/09
INSTRUC				r for servi 206-309-04	ce and fax bac 32	k the
	Attn: Jer	nifer Claim	Center. Pl	ease rememb	er to include EW FAX NUMBER.	serial
	Attn: Jer	nnifer Claim th your repo ON S/CAS	Center. P1 rt. MAKE NO	ease rememb TE OF THE N		
NATURE <u>ITE</u> M	Attn: Jer numbers wi S: CC W FOOD STAI INSPECT AND CO	nnifer Claim th your repo ON S/CAS ORRECT nolstery Shie	Center. P1 rt. MAKE NO  Llos  AFFECTED	ease rememb TE OF THE N		serial
NATURE <u>ITE</u> M	Attn: Jer numbers wi S: CC W FOOD STAI INSPECT AND CC	nnifer Claim th your repo ON S/CAS ORRECT nolstery Shie	Center. P1 rt. MAKE NO  L  ld  AFFECTED  NG-CTR. SEA	ease rememb TE OF THE N	EW FAX NUMBER.	
NATURE <u>ITE</u> M	Attn: Jer numbers wi S: CC W FOOD STAI INSPECT AND CO	nnifer Claim th your repo IN ON S/CAS DRRECT nolstery Shie SIZE AREA RS CASI TECHNICIAN'	Center. P1 rt. MAKE NO  L  ld  AFFECTED  NG-CTR. SEA	ease rememb TE OF THE N	EW FAX NUMBER.	<b>~</b>
NATURE <u>ITE</u> M	Attn: Jer numbers wi S: CC W FOOD STAI INSPECT AND CO OF COMPLAINT: Uph	nnifer Claim th your repo IN ON S/CAS DRRECT nolstery Shie SIZE AREA RS CASI TECHNICIAN'	Center. P1 rt. MAKE NO  Lost  1d  AFFECTED  NG-CTR. SEA  S REPORT	ease rememb TE OF THE N  TYPE T FOOD	EW FAX NUMBER.	<b>~</b>

[ ] Turn Down [ ] Follow-Up [ 4 Complete SERVICE DATE: 7

VENDOR CODE: 8C6

AMT: \$\_\_

#### SERVICE REPORT

Claim: 249345-00 DATE: 06/27/10 FROM: Jennifer Warehouse Claim Ctr. B.C. Chem-Dry TO:

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

NY 10462

Phone 917 414 5064 Fax 914 576 2763

PAMELA ROBINSON

Order #/Delivery BAY 043740 4/18/07

2528 SAINT RAYMOND AVE APT: 2NDFL Home Phone 646 427 9103

718-684-4777

BRONX

NY 10461

Work Phone 347 810 1040

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C/E SAYS THEY HAVE A BABY FORMULA STAIN ON CTR ST CAS

MICROFIBER MDSE

NATURE OF COMPLAINT: Upholstery Shield

SIZE AREA AFFECTED VENNJ A6299-CHB 7850 32 CHB CASING-CTR. SEAT

TYPE OF DEFECT DRINK/BEVERAGE

SIZE	AREA	TYPE	CODE -	COMPONENTS
Un	b cyr se	1000	- 10-	
			***************************************	
ADDI'	TIONAL COMMENTS:	TR Sect (cs	, h + +	of ottoner
VI	resh milk	SAIN cleenel	Joly	t - Also hes
	old sta	رگار		
[ ]	Turn Down [ ] Fol	llow-Up [ ] Comple	te SERVICE	DATE: 7/5/
x		VENDOR CC	DDE: 8C6	AMT: \$

/vol1/jfa	xout/f8c6psr0 Tue	Jun 29 03:14:20 2010	I	\_
	(54713)	Jennifer Customer Service REPC		<i>)</i> •=
	DATE: 06/29/10 TO: B.C. Chem-Dry B.C. Carpet Clear 1921 Bogart Ave. Bronx Phone 917 414 500 Fax 914 576 270	NY 10462	Claim: 249671 1: Jennifer Warehouse Cla	
(9)	RE: IDARMYS BATISTA 218 SAINT ANNS A' BRONX	VE APT: 3B NY 10454	er #/Delivery WH 080547 1 Home Phone 646 436 1097 Work Phone 646 436 2596	CELL
	written re Attn: Je	eport or any concerns to nnifer Claim Center. Pl	er for service and fax bac o 206-309-0432 lease remember to include OTE OF THE NEW FAX NUMBER	serial
	COMMENTS: CC STATES HAS MFR DEFECTS NO		ГЕСН	
:	NATURE OF COMPLAINT: Up	holstery Shield		
	ITEM VENNJ A6025LAF-S 7970 32 VENNJ A6083RF-CH 7970 32	SIZE AREA AFFECTED S ALL SEAT CASING CH CASING-CTR. SEA	• .	
		TECHNICIAN'S REPORT		· #
	SIZE AREA  ANJET  Ch TR Jet  Stch resty	TYPE C & S MS C & S MS	CODE COMPONENTS  TO COMPONENTS  TO COMPONENTS	
	additional comments: 0  renord on  gld stank	Only # fresh all sext cas	Mys - Also for	s VII f T. Dilone
	[ ] Turn Down [ ] F	ollow-Up [ Comple VENDOR CO	te SERVICE DATE: 7	5/0
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	sen!	_	o T.Dilone	
		•		

### Wed Jun 30 17:17:10 2010

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Jennifer Customer Service

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	•								
	DATE: TO:		hem-Dry			FROM:	Jennifer	Claim: 250119-0 Warehouse Claim	
6	(>>	1921 Boonx Phone	arpet Clean ogart Ave. 917 414 506 914 576 276	NY 104			H #	647)269.	- 6917
	RE:	HILARI 2630 K BRONX	A SOTO INGSBRIDGE	TER NY 10	#1R 463	Н	ome Phone	y JGC 026857 11/ 646 279 7273 646 279 7273	19/08
(1 <sup>2</sup> )	INSTRUC	TIONS:	written re Attn: Jen	port or a nifer Cla	ny concer im Center	ns to 2 . Plea	06-309-04 se rememb	ce and fax back 32 er to include se EW FAX NUMBER.	
	COMMENT	s: c/c	HAS A FOOD	STAIN ON	THE SEAT	CASING	ŧ		
	NATURE	OF COMP	LAINT: Uph	olstery S	hield				
	ITEM VENNJ B	5155-F	7850 12		REA AFFEC ASING-CTR		TYPE FOOD	OF DEFECT	1
				TECHNICI.	AN'S REPO	RT			5
	SIZE -	CAI	set c		TYPE		CODE -	COMPONENTS	
	ADDITIO	NAL COM	MENTS: The Case	ieth im-als	v de	P ma	erk r	e good and de start	<u>.</u>
	(2)	CAL	-ar_ '	ock	:los 4	-K	حی ر	et dana	3/
	[ ] Tu	ırn Down	. [ ] Fc	ollow-Up	[ Co	mplete	SERVICE	DATE: 7/5	1/0
	x				VENDO	R CODE:	8C6	AMT: \$ 75	<i></i>

S	Service Report Co Facsimile: (200	over Sheet	0432	
Service Company: BC (	Chem-Di	y/B(Ca	/ 1	570) TVZ
The following service reports were fa when received and a copy of this co	xed to the Claim Center o ver sheet will be faxed ba	n the above faxed da ck to above Service C	te. All reports will company as record	be checked of receipt.
STORE/ ORDER# CLAIM#	CUSTOMER	SVC DATE	AMT	RECEIVED
J-LE019626 14864.	220H, W 2	xin 7/6/10	30	
JNB013414 248766	S P Vittor	is 7/6	75	
JNB018934 14866	2 A. River	176	30	
JLB 902378 23959	77 E.Cota	2 7/6	30 :	
JLG 902285 2483	^ .	res 7/6	30	
JLV012821 2487		tigo 7/6	7:5	
JAA 010711 24878		R 7/6	75	一
JLV 901187 249 44		egye 7/6	3.0	. 🗂
JLE0312962498		eros 7/6	3.0	
JLE014983 25011		K 7/6	75	一
JLE036680 2495			30	一
		<u> </u>		
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·	FOR OFFICE USE O	NLY		
AUTHORIZED SIGNATURE:			DATE:	
TOTAL: \$ TOTAL F	REPORTS: R	VVOICED :	_ INITIALS: '	

/vol1/jfaxout/f8c6psr0 Wed Jun 23 19:08:01 2010 4
Jennifer Customer Service  SERVICE REPORT
DATE: 06/23/10 TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx Phone 917 414 5064 Fax 914 576 2763  Claim: 248642-00 FROM: Jennifer Warehouse Claim Ctr.  NY 10462 Phone 917 414 5064 Fax 914 576 2763
RE: NOBI HOSSAIN Order #/Delivery JLE 029626 3/16/07 2446 81ST ST APT: P/H Home Phone 718 396 8757 EAST ELMHURST NY 11370 Work Phone 917 929 7733
INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENTS: CC TO RPT RIPS-PLS INSPECT AND CORRECT IF COVERED  TAKE PICS' LTHR MDSE
NATURE OF COMPLAINT: Upholstery Shield
TITEM SIZE AREA AFFECTED VENNJ W6215-S 0603 29 S CASING-RAF BACK TYPE OF DEFECT HOLE (UPH.SHIELD)
TECHNICIAN'S REPORT  ———————
SIZE AREA TYPE CODE COMPONENTS  July: de ball  2.11
S All Set Cos 2m
Cs RAF con perol 2m
ADDITIONAL COMMENTS: Distributed book is well spots - Sefert. Distributed All sections, are about to peel - Sefert.  [] Turn Down [] Follow-Up [[Complete SERVICE DATE: 7/6/10]
3 (SRAf frat own powel has fellew off-Jefet

/vol1/jfaxout/f8c6psr0	Thu Jun 24 17:11:26 2010 11
(JK1/6)	Jennifer Customer Service  SERVICE REPORT
1921 Bogart Bronx Phone 917 41	Cleaning Inc. Ave. NY 10462
RE: PEGGY VITTOR  2220 146TH S  WHITESTONE  VINSTRUCTIONS: Pleas  writt	Order #/Delivery JNB 013414 9/09/07
numbe	ers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
NATURE OF COMPLAINT:	S HAS STAINS, WILL SEND SVC TECH Upholstery Shield
VENNJ M2065-LS 601	SIZE AREA AFFECTED TYPE OF DEFECT  R8 22 C CASING-CTR. SEAT FOOD  R8 22 LS ALL SEAT CASINGS DRINK/BEVERAGE  R8 22 Q ALL SEAT CASINGS DRINK/BEVERAGE  TECHNICIAN'S REPORT
	TECHNICIAN'S REPORT
SIZE AREA  All set  CTK+ R	TYPE CODE COMPONENTS  COLUMN TO COMPONENTS  L C COMPONENTS
a rest of	t 2k
ADDITIONAL COMMENTS	Dody *fresh wife marks removed
Also has	sent chingsof Q CTR + RN sent casing according to the Mest of US, Q, C CTR
[ ] Turn Down [	] Follow-Up [   Complete SERVICE DATE: 7/6/10
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I Uil	sele aplito to TDilor

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l/jfaxout/:	f8c6psr0 We	d Jun 23 19:08:01	2010 8		_
	((val)	Jennifer Custo	omer Service		
• •	( 6/16/	SERVICE	REPORT	1	
.`			<del></del>		
DATE: TO:	06/23/10 B.C. Chem-Dry		EDOM. Jonnifor	Claim: 248662- r Warehouse Clai	
10:	B.C. Carpet Cle		FROM: Delilite	warehouse Clair	u CLI.
6(2)	1921 Bogart Ave Bronx	NY 10462			
	Phone 917 414 5 Fax 914 576 2				
RE:	ADOLFO RIVERA		Order #/Delive	ry JNB 014934 9	/05/08
19	200-07 32ND AVE	E NY 11361	Home Phone	917 600 3553 e 646 712 4657	, ,
A Lycono					#10 a
ANSTRO	written	report or any con	e customer for servincerns to 206-309-04	132	
			ter. Please rememb MAKE NOTE OF THE 1		erial
COMMEI			ON ALL B/CAS AND LE		
	LOVESEAT PLEASE INPSI	ECT AND CORRECT	•	- Cent	
או או איי או	E OF COMPLAINT: U			الاصلا	イナリ
	or complaint.			OF PERSON	100
	M9865-LS 6098 2		K CASINGS HOLE	OF DEFECT (UPH.SHIELD)	3/13
VENNJ	M9865-LS 6098 2	21 LS ARM-LAF	'IN/OUT HOLE	(UPH.SHIELD)	10
		TECHNICIAN'S F	REPORT		1.1
SIZE	AREA	TYPE	CODE	COMPONENTS	( )
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$\overline{CC}$	with the	sk	26		<del> </del>
<u>C</u> 5	All set	-CesMc	AC		<del></del>
Th.	De CTA C	et of m	<del></del>		
<u> </u>	isc CIRS		$\frac{23}{1}$		<del></del>
<u> </u>	0012124	serve			
ADDIT	IONAL COMMENTS:	1) Custone	- is frying.	to pess	off
P	rint (105	sible wail	polish	or y	50rJ-
7	THE	Not for	d-T.	estel	TT
	Turn Down [ ]	Follow-Up [	Complete SERVICE	DATE: 7/6	10
	turn bown [ ]	_	ENDOR CODE: 8C6	AMT: \$ 30	<u> </u>
x	s some la	Civil 1	and or code: 806	(( ( )	on t
<b>υ</b>	A I I	T P	A/a	-H -00	JAC )
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	o utside	5 all 4	muse 4	1	on no

[ ] Turn Down

[ ] Follow-Up

I will sent phot's

[ Complete SERVICE DATE: /

VENDOR CODE: 8C6

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Jennifer Customer Service  SERVICE REPORT
DATE: 08/23/10 Claim: 248392-00 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr.  B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763
RE: DAMARIS LINARES  8511 COMMONWEALTH BLVD  BELLEROSE  NY 11426  INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial
numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: CC TO RPT SCRATCH-PLS INSPECT AND CORRECT IF COVERED  NATURE OF COMPLAINT: Upholstery Shield
SIZE AREA AFFECTED TYPE OF DEFECT SCRATCHED/NICKED TECHNICIAN'S REPORT
SIZE AREA TYPE CODE COMPONENTS  INSTRIBUTE COMPONENTS  INSTRIBUTE COMPONENTS  INSTRIBUTE SOLICIONE  SIZE  INSTRIBUTE COMPONENTS  INSTRIBUTE SOLICIONE  SIZE  INSTRIBUTE SOLICIONE  INSTRIBUTE SOLICIONE  SIZE  INSTRIBUTE SOLICIONE  SIZE  INSTRIBUTE SOLICIONE  SIZE  INSTRIBUTE SOLICIONE  INSTRIBUTE SOLICIONE  SIZE  INSTRIBUTE SOLICIONE  SIZE  INSTRIBUTE SOLICIONE  INSTRIBUTE SOLICIONE  SIZE  INSTRIBUTE SOLICIONE  INSTRIBUTE SOLICIONE  INSTRIBUTE SOLICIONE  SIZE  INSTRIBUTE SOLICIONE  SIZE  INSTRIBUTE SOLICIONE  INSTRIB
ADDITIONAL COMMENTS: DIESTRY SCAR CORE ON CAST  WS. The is rate stated - But DLAF  inside beak is fedir, - defeat are herror  [] Turn Down [refollow-Up [] Complete SERVICE DATE: 7,6/0  X  VENDOR CODE: 8C6 AMT: \$  irside beak - DRAF seat Cesive is  Cracking - Defeatable - I will seat
VENDOR CODE: 8C6 AMT: \$ 35  irs.ile back - 20 RAS set Casing is  cracking - Defective - I will sent

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33&l2a00\033(s0p12h3T@+FN	UM[19145762763] - FAX Rev 2.10U	U2
· Ku N	Jennifer Customer Service	
DU 19	SERVICE REPORT	
_	t Cleaning Inc.	
CLA 1921 Bogars Bronx Phone 917 Fax 914	NY 10462	
RE: JOSE SANTIX 114-13 167' JAMAICA	·	4229
(L) wri	ease schedule the above customer for service and factor report or any concerns to 206-309-0432 tn: Jennifer Claim Center. Please remember to includers with your report. MAKE NOTE OF THE NEW FAX NUMBERS	lude serial
CLEAN R	RNITURE HAS STAINS ON BOTTOM AND TOP PARTS" PLS SPORTED FOOD & BEV STAINS ONLY ASAP CUST CPU'ED & MO'TIX NO HANDLING BICAST & MICROFIBER COMBO WHAT?WHER	VED
NATURE OF COMPLAIN	T: Upholstery Shield	
ITEM VENNJ M5632LAF-F 6 VENNJ M5683RF-CH 6		····
	TECHNICIAN'S REPORT	۷ی
FYCh rest	TYPE CODE COMPO T Casi "1 "1 C et Cosi "1 C	NENTS
ADDITIONAL COMMENT	enored in all sent car. Wis	wte
[ ] Turn Down	[] Follow-Up [/Complete SERVICE DATE: /	veel 1,6,10
Х	VENDOR CODE: 8C6 AMT: \$_	75
Tui	Il sent a phito to T. Dilo	<b>~</b> ℓ -

#### SERVICE REPORT

DATE	:
TO:	

06/24/10

B.C. Chem-Dry

Claim: 248788-00 Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064 Fax 914 576 2763

cell (341) 595-4683

GEORGE LOWE

10753 159TH ST

Order #/Delivery JAA 010711 1/25/08 APT: 3D Home Phone 718 658 1922

**JAMAICA** 

NY 11433

Work Phone

NSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C/C STATED SHE HAD A PARTY & HAS FOOD & BEVERAGE STAINS ON ALL SEAT CASINGS OF SOFA & LS PLEASE CORRECT & PROVIDE A

DETAIL REPORT.

NATURE OF COMPLAINT: Upholstery Shield

7970 21 VENNJ Z7315-S

SIZE S

AREA AFFECTED ALL SEAT CASINGS TYPE OF DEFECT

FOOD

ALL SEAT CASINGS 7970 21 LS VENNJ Z7365-LS

T. Dilon-

DRINK/BEVERAGE

SIZE	AREA	TYPE	CODE	COMPONENTS	
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4	All seit cesty		*1L		
2467	rest of piece	<u> </u>	77		<u></u>
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				A	
ADDTTTONA	L COMMENTS: There	ws m	"Party"	- there	neoli
i	c party wlew		and Old	by where	
98	few fresh.	Jode Sta		word an	all
[ ] Turn	Down [ ] Follow-Up	[ ] Complete	e SERVICE DA	ATE: 7,6,	10
x		VENDOR COD	E: 8C6 A	MT: \$ 75	<u> </u>
se	et casing. A	los has	many	old Star	<b>1</b> 7~
2	) Sals ho	ne old s	Hanks,	gerds	John
	ete I	t will a	send Si	list's to	
			/		

			ERVICE F	REPORT		Q
Di	ATE:	06/29/10			Claim: 249441-0	0
T	0:	B.C. Chem-Dry B.C. Carpet Cleanir 1921 Bogart Ave.	ng Inc.	FROM: Jennife	r Warehouse Claim	
61	K	Bronx Phone 917 414 5064 Fax 914 576 2763	NY 10462			
13	E:	EDWARD ABOAGYE 130-20 144TH ST S OZONE PK	NY 11436	Home Phone	ry JLV 901184 9/3 ≘ 646 301 7990 ≘ ( <b>347)</b> 7∠3 −1	
311	NSTRU	written repo Attn: Jenni	ort or any conce fer Claim Cente	rns to 206-309-04	per to include se	
	OMMEN' ATURE		CUT ON FB, WILL stery Shield	send svc tech	<b>ب</b>	Broket
	TEM IF	3290-SO3-S CO 1	SIZE AREA AFFE S FRONT BOA		OF DEFECT (UPH.SHIELD)	Drespet Nosn#
		T -	ECHNICIAN'S REF	ORT		γ • • <u>·</u> <u>·</u> ·
<u>s:</u>	S	All Jest Co	TYPE	CODE 21	COMPONENTS	
_	<u> </u>	frat bout	com	<u> 2A</u> 2N		
						***************************************
 AI	DDITIC	ONAL COMMENTS:	Voyhing;	I Wrong	with the	
_	ک	frat bond	OS- dry rot	All soit	Cash (+	C CTR
[	] Tı	urn Down [ ] Foll	ow-Up [ ]	omplete SERVICE	7 ~	10
Х_		Ohsto to	VEND.	OR CODE: 8C6	AMT: \$	_

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Jennifer Customer Service	
SERVICE REPORT	
DATE: 06/29/10 Claim: 249847-00	
TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr.	
B.C. Carpet Cleaning Inc. 1921 Bogart Ave.	
6(C) Bronx NY 10462 Phone 917 414 5064	
Fax 914 576 2763	
RE: GLADYS PINEROS Order #/Delivery JLE 031296 12/07/07 8110 135TH ST APT: 318 Home Phone 917 698 8202	
BRIARWOOD NY 11435 Work Phone 917 698 5272	
INSTRUCTIONS: Please schedule the above customer for service and fax back the	
written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial	
numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.	
COMMENTS: CC HAS A FEW TEARS PLZ INSPECT AND TAKE PICS	
NATURE OF COMPLAINT: Upholstery Shield	
ITEM SIZE AREA AFFECTED TYPE OF DEFECT VENNJ M9555-F 0611 09 F ALL SEAT CASINGS HOLE (UPH.SHIELD)	
VENNJ M9555-F 0611 09 F ALL SEAT CASINGS HOLE (UPH.SHIELD)  VENNJ M9555-F 0611 09 F ARM-LAF IN/OUT HOLE (UPH.SHIELD)	,
TECHNICIAN'S REPORT	$\mathscr{G}_{\mathcal{L}}$
To sp	ル ヘ
SIZE AREA TYPE CODE COMPONENTS	
T# Line production of the contraction of the contra	
4+2 entire prèce	
0 III 036-6- Earl	
ADDITIONAL CONDUCTION ( ) ( ) ( ) ( ) ( )	
ADDITIONAL COMMENTS:	
is watch & realing this in - before	
is watch & realing thing - before. I will send a plate to T. Dilor	
ADDITIONAL COMMENTS:  I with seeling to him the before  The second of the service date: 76/6	

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	Jennifer Customer Service	
	DATE: 06/30/10  SERVICE REPORT  PAGE FOR  Claim: 250111-00	
	Hae from 1	
	TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr. B.C. Carpet Cleaning Inc. 1921 Bogart Ave.	
4	Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763	
(2)	RE: DAWN SMITH Order #/Delivery JLE 034983 7/24/09 59-23 72ND ST APT: 1 Home Phone 917 502 6919 MASPETH NY 11378 Work Phone	
4/	INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.	
	COMMENTS: CC STATES HAS STAINS, WILL SEND SVC TECH CUST MOVED, HDLING DMGS NOT CVRD!	
	NATURE OF COMPLAINT: Upholstery Shield	
	ITEM SIZE AREA AFFECTED TYPE OF DEFECT VENNJ M8616LAF-S 6098 21 S ALL SEAT CASINGS FOOD VENNJ M8617RAF-Q 6098 21 Q ALL SEAT CASINGS FOOD	
_	TECHNICIAN'S REPORT	_
	SIZE AREA TYPE CODE COMPONENTS	
	3 Allset come "16	
	1 All set asset	
	<u> </u>	
	ADDITIONAL COMMENTS: Off Fresh water status neuvel	
	Miss has other fairs of going soiling ,	
	[ ] Turn Down [ ] Follow-Up [ ] Complete SERVICE DATE: 16/10	
	x	

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Tue Jun 29 03:14:20 2010

(B & 7/6

Jennifer Customer Service

SERVICE REPORT Claim: 249535-00 06/29/10 DATE: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr. TO: B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx NY 10462 Phone 917 414 5064 (911) 515-1248 Fax 914 576 2763 Order #/Delivery JLE 036680 6/04/10 FABIO BARRIGA 5908 FLUSHING AVE APT: 1STFL Home Phone 347 287 7401 MASPETH NY 11378 Work Phone Please schedule the above customer for service and fax back the INSTRUCTIONS: written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER. PER PREVIOUS TECH RPEORT, PLEASE REPAIR NICK IN LEATHER ON COMMENTS: IB OF RC LEATHERBLEND MDSE NATURE OF COMPLAINT: Warranty AREA AFFECTED TYPE OF DEFECT VENNJ B7691-RRC 0611 09 BACK-INSIDE SCRATCHED/NICKED RC TECHNICIAN'S REPORT TYPE

[ ] Complete SERVICE DATE: [ Follow-Up ] Turn Down AMT: \$ VENDOR CODE: 8C6 from box it was shipped it take phot - to dork.

Service Report Cover Sheet

Facsimile: (206) 309-043 Chem-Dou Service Company: 866 Vendor Code: Date Received: The following service reports were faxed to the Claim Center on the above faxed date. All reports will be checked when received and a copy of this cover sheet will be faxed back to above Service Company as record of receipt. STORE! ORDER # **SVC DATE** RECEIVED WHO82363 288270 246859 50015248 245366 EB059758 249759 FOR OFFICE USE ONLY **AUTHORIZED SIGNATURE:** DATE: TOTAL: \$ **TOTAL REPORTS:** 

#### Wed Jun 09 18:44:50 2010

FROM:

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Jam	00/100/120	

Jennifer Customer Service

SERVICE REPORT

06*/99*/10 TO: B.C. Chem-Dry Claim: 245569-00

Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064 Fax 914 576 2763

RE:

AWA TRAORE

Order #/Delivery HNY 021792 6/09/10

618 W 164TH ST

Home Phone 347 499 2180

NEW YORK

NY 10032

Work Phone

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: BLUE DYE ON I/B TOP AND BOT S/CAS/F/B..CAME FROM DEL.

NATURE OF COMPLAINT: Warranty

Paloric

ITEM VENNJ C6314RAF-S 0010 30 SIZE AREA AFFECTED S ENTIRE PIECE

TYPE OF DEFECT

VENNJ C6334LAF-S 0010 30

S ENTIRE PIECE DIRT ON DLVRY DIRT ON DLVRY

SIZE _	AREA	T	YPE	CODE	COMPONENTS
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ADDITION	IAL COMMENTS:	Stail	renn	الرعر	
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[ ] Tur	n Down []	Follow-Up [	Complete	SERVICE	DATE: 7/1/10
x \/	AWa. TI	rack 6	VENDOR CODE	: 8C6	AMT: \$ 75
7	/ <b>V</b> = - \				· · · · · · · · · · · · · · · · · · ·

vol1/jfaxout/f8c6psr0 Wed Jun 23 11:21:32 2010 21
Jennifer Customer Service
SERVICE REPORT
DATE: 06/23/10 TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx Phone 917 414 5064 Fax 914 576 2763  Claim: 248270-00 FROM: Jennifer Warehouse Claim Ctr.  NY 10462
RE: DANNIEL BUENO Order #/Delivery WH 082363 7/29/09 507 W 171ST ST APT: 62 Home Phone 650 670 5077 MANHATTAN NY 10032 Work Phone 917 420 6258
INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENTS: C/C SAYS THAT THERE IS A TEAR ON THE RF-CH ON THE S/CAS  PLEASE INSPECT AND CORRECT  NATURE OF COMPLAINT: Upholstery Shield
ITEM SIZE AREA AFFECTED TYPE OF DEFECT VENNJ M5683RF-CH 6098 21 CH ALL SEAT CASINGS HOLE (UPH.SHIELD)
TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS
SIZE AREA TYPE CODE COMPONENTS  LM RAF CYN
Entre pres (febric) 21
additional comments: Defeative seam on the RAF an-Replace - I will sent a shot
to T. Silone @ Continer was insisting
[ ] Turn Down [ Follow-Up [ ] Complete SERVICE DATE: $\frac{7}{7}$
m general cleaning even though there was  no fresh staids. She had spilled ketchep  and she wiped it clean. The piece's are.
and she wijed it clear. The piece's are.
divy due to severd soility.

1/4 1/1	Jennifer Customer Service
X6717)	SERVICE REPORT
` \	
DATE: 06/29/10	Claim: 250061-00
TO: B.C. Chem-Dry B.C. Carpet C	
/ 💪 1921 Bogart A	ve.
Bronx Phone 917 414	NY 10462 5064
Fax 914 576	
RE: YASMEEN CAMPB	ELL Order #/Delivery JLW 019490 5/28/0
2185 ADAM CLA	YTON POWELL APT: 4B Home Phone 646 719 1680
MANHATTAN	NY 10027 Work Phone 917 214 7791
INSTRUCTIONS: Please	schedule the above customer for service and fax back the
writte	n report or any concerns to 206-309-0432  Jennifer Claim Center. Please remember to include serial
	s with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENTS. CC TO PDT	SCRATCHES AND CRACKING-DON'T TOUCH CRACKING-PLS
	D CORRECT ONLY IF COVERED
NATURE OF COMPLAINT:	Upholstery Shield
	- · · · · · · · · · · · · · · · · · · ·
TTEM	פועה על אבר על אבר על אבר על אבר על איי איי איי איי איי איי איי איי איי אי
<u>ITEM</u> VENNJ M2775-Q 0680	SIZE AREA AFFECTED TYPE OF DEFECT  Q ALL SEAT CASINGS SCRATCHED/NICKED
	29 Q ALL SEAT CASINGS SCRATCHED/NICKED
	29 Q ALL SEAT CASINGS SCRATCHED/NICKED
	TYPE CODE COMPONENTS
	29 Q ALL SEAT CASINGS SCRATCHED/NICKED  TECHNICIAN'S REPORT
	TYPE CODE COMPONENTS
VENNJ M2775-Q 0680	TYPE CODE COMPONENTS  COMPONENTS  TYPE  CODE  COMPONENTS
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VENNJ M2775-Q 0680	TYPE CODE COMPONENTS  COMPONENTS  TYPE  CODE  COMPONENTS
VENNJ M2775-Q 0680	TYPE CODE COMPONENTS  COMPONENTS  TYPE  CODE  COMPONENTS

\* to T. Dilone

033&l2a00\033'(s0p12h3T@+FNUM[19145762763]	$M \omega \cup$
Jennifer Customer Service  SERVICE REPORT  AN AM	
DATE: 05/18/10  TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc.  1921 Bogart Ave.  Bronx Phone 917 414 5064 Fax 914 576 2763  Claim: 240813 FROM: Jennifer Warehouse Cla	aim Ctr.
RE: LISA BLAKE Order #/Delivery JLW 018075 1145 W 85TH ST APT: 2B Home Phone 310 895 1600 MANHATTAN NY 10024 Work Phone	12/13/06
INSTRUCTIONS: Please schedule the above customer for service and fax backwritten report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.	serial
COMMENTS: CC STATES LF & RF SCAS HAS TEARS, WILL SEND SVC TECH	
NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED TYPE OF DEFECT VENNJ M2775-Q 0680 29 Q CASING-LAF SEAT HOLE (UPH.SHIELD) VENNJ M2775-Q 0680 29 Q CASING-RAF SEAT HOLE (UPH.SHIELD) TECHNICIAN'S REPORT	NO SW# Tright
SIZE AREA TYPE CODE COMPONENTS  Q (2) Set CCS 21  Q (2) Set CCS 21  Q (2) Set CCS 21	00
additional comments: DCAF inside Seck is created a sect costings have dry not few on frut board is bouring out.	Kity 3 wood
[ ] Turn Down [ ] Follow-Up [ ] Complete SERVICE DATE: 7/7	5

SERVICE REPOR	S	Ε	R	V	Ι	С	E	R	Ε	Ρ	0	R	•
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DATE: TO:

06/29/10

B.C. Chem-Dry

Claim: 249619-00

FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc. 1921 Bogart Ave.

614

NY 10462

Phone 917 414 5064 Fax 914 576 2763

RE:

RAFAEL HONIKMAN

Order #/Delivery JLB 027297 8/23/06

1245 PARK AVE

APT: 2-G Home Phone 212 876 8767

MANHATTAN

NY 10128

Work Phone 917 576 1590

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CC STATES HAS A TEAR, WILL SEND SVC TECH

LS

MFR DEF'S NOT CVRD

NATURE OF COMPLAINT: Upholstery Shield

ITEM LUCA 2458-Q 1213 BR

SIZE AREA AFFECTED ALL SEAT CASINGS Q

TYPE OF DEFECT HOLE (UPH.SHIELD)

LUCA 2458-LS

1213 BR

ALL SEAT CASINGS

HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

2 usut

SIZE	AREA	TYPE	CODE	COMPONENTS
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<b></b>	All ser	1 casa	21	
2	in side L	sah J	20	
Ls	ja sile	sek	23	

ADDITIONAL COMMENTS:	O AM	set con	15 are 17,1	Lth
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[ ] Turn Down [	] Follow-Up	[/ Complete SEI	RVICE DATE: 7/7	',b

VENDOR CODE: 8C6

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roll/jfaxout/f8c6psr0 Tue Jun 15 21:48:09 2010 18  Jennifer Customer Service
Jennifer Customer Service  SERVICE REPORT
DATE: 06/15/10 Claim: 246859-00 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr. B.C. Carpet Cleaning Inc.
1921 Bogart Ave.  Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763
RE: MIGUEL RODRIGUEZ Order #/Delivery HNY 021699 6/12/10 453 E 117TH ST APT: 1A Home Phone 646 204 5032 MANHATTAN NY 10035 Work Phone
INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENTS: CUT ON O/BACK OF SOFA-CUST STATES DRIVER USED CUTTER.  NATURE OF COMPLAINT: Warranty
ITEM SIZE AREA AFFECTED TYPE OF DEFECT HOLE (WARRANTY)  TECHNICIAN'S REPORT
SIZE AREA TYPE CODE COMPONENTS
S Bukovisité perse 2t benkovisité perse
ADDITIONAL COMMENTS: Replace S Dak outside Parts Large Revour out - Un Repadrable - I will
Large Revor cut - Unke padreble - I will  end - photo to T. Dilar.
[ ] Turn Down [

/vol1/jf	axout/f8c6psr0 Tue May 18 20:5		<b>a</b> 5 - 5	
	Jennifer of act SERVIO	ustomer Service	7) 40-0	320
	DATE: 05/18/10 TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx NY 1046 Phone 917 414 5064 Fax 914 576 2763		Claim: 240835-00 r Warehouse Claim Ctr	
$\left( \begin{array}{c} V \\ V \end{array} \right)$	RE: JOCELYN BULA 1962 1ST AVE NEW YORK NY 1002	APT: 3HH Home Phone	ry HNY 019451 3/04/0 e 646 249 2046 e 212 927 1841	9 
	Attn: Jennifer Claim	bove customer for serve concerns to 206-309-04 Center. Please rememb ort. MAKE NOTE OF THE N	432 ber to include serial	er Silve Ogavi
	COMMENTS: CC STATES HAS FOOD & DRIN	K STAINS ON BCAS & SCAS	s Microfiber	o- pl-
	NATURE OF COMPLAINT: Upholstery Shi	eld $\left( \frac{1}{2}, \frac{1}{2}, \frac{1}{2}, \frac{1}{2}, \frac{1}{2}, \frac{1}{2} \right)$	N <sub>N</sub> (	New
	VENNJ B5155-F 7850 12 F ALL	SEAT CASINGS FOOD	OF DEFECT (**) K/BEVERAGE	COMPS
	TECHNICIAN	'S REPORT		100
-	F a Set Cuing  Restof piece	CODE CODE	COMPONENTS	1
	ADDITIONAL COMMENTS: Dode	(2) set c	t also h	me
	[ ] Turn Down [ ] Follow-Up	Complete SERVICE	DATE: 7,7,10	The
	* Fis full of a	VENDOR CODE: 8CG	AMT: \$ 11	i'M
	ser a prot	70 y 000	De Love.	
	<b>V</b>	_	date	
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Jennifer Customer Service  SERVICE REPORT
DATE: 06/08/10 TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc. 1921 Bogart Ave.  Claim: 245366-00 FROM: Jennifer Warehouse Claim Ctr.
6/8 Phone 917 414 5064 Fax 914 576 2763 NY 10462
RE: JILL LEBOWITZ Order #/Delivery TSC 015248 1/20/01 240 E 76TH STREET APT: 8K Home Phone 212 327 1053 NEW YORK NY 10021 Work Phone 917 533 9704 CELL
INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENTS: PER EMAIL FOOD STAIN ON SEAT CASING  NATURE OF COMPLAINT: Upholstery Shield  A1
ITEM SIZE AREA AFFECTED TYPE OF DEFECT  KLAUS 4102LR-F LAKE ME F CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT
SIZE AREA TYPE CODE COMPONENTS  L  COMPONENTS
the contraction of the contracti
ADDITIONAL COMMENTS: Top of sent course cleaned—  Fresh milk bottle stars soly-Also has baby spitup, old stars elte
[ ] Turn Down [ ] Follow-Up [ ] Complete SERVICE DATE: 1 / 1 / 2 / 2 / 2 / 2 / 2 / 2 / 2 / 2 /

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	Jenr	Nifer Customer S	ervice	MEC
. · · '	SE F	VICE RE	PORT	, ,,,,,
B.C. Ca	nem-Dry arpet Cleaning I		ROM: Jennifer	Claim: 249759-00 Warehouse Claim Ctr.
	917 414 5064 914 576 2763	Y 10462		
	TH COHEN 25TH ST FAN N	O: APT: 6-1 JY 10010	K Home Phone	EB 059758 6/17/09 732 309 6101 908 208 4412 her
NSTRUCTIONS:	written report Attn: Jennifer	or any concerns	to 206-309-043 Please remember	r to include serial
	STATES SCRATCH	IN LEATHER ARM (		Spect and The race peri
NATURE OF COMPI	CAINT: Upholste	ery Shield	200	
ITEM VENNJ B7516LAF-	SIZ -S 0692 29 S	E AREA AFFECTE ARM-LAF IN/O		OF DEFECT CHED/NICKED
	TECH	NICIAN'S REPORT		~ C
SIZE A	AREA	TYPE	CODE	COMPONENTS
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S CAS  F RAS  ADDITIONAL COMM  S CAS  C C SING	Set consider of interest cash	Jeh. Nail Dep Les 4 F	lae F RAF am Lete SERVICE I	RAF set - both kan PATE: 7/0

Service Report Cover Sheet Facsimile: (206) 309-0	0432	
Service Company: BC Chem-Dry/BCCop		70)
The following service reports were faxed to the Claim Center on the above faxed data when received and a copy of this cover sheet will be faxed back to above Service Co		
STORE/ORDER# CLAIM# CUSTOMER SVC DATE  J C 0 4 1 2 3 2 2 5 0 9 3 9 A . Celin: 7/8/10  J C 0 3 7 9 5 5 2 3 5 7 7 9 C . Dierksen 7/8	25 75 75	RECEIVED
PRS048976 246721 C. Guir 7/8 PRS046930 251079 M. Job 7/8 JUN 010278 245698 C. Miller 7/8	30	
JC041470 227191 B. Chivannt 7/8 JLN008862 246992 Kirsch 7/8 JC041593 241355 M. Cord 7/8	75 25 25	
	4.5	
FOR OFFICE USE ONLY AUTHORIZED SIGNATURE:  TOTAL REPORTS.  DIVOICED	DATE:	
TOTAL: \$ TOTAL REPORTS: INVOICED:	_ 1141111111111111111111111111111111111	I

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	Jennifer Custome	er Service	
KIC 718	SERVICE R	EPORT	·
1921 Bogar Bronx Phone 917	et Cleaning Inc. et Ave. NY 10462	Claim FROM: Jennifer Wareh	: 250939-00 ouse Claim Ctr.
	NE ST NY 10960 ase schedule the above c		96 5654 12 8329
At At	tten report or any conce tn: Jennifer Claim Cente bers with your report. M	r. Please remember to	
CLEANED	S THEY HAVE SEVERAL SPOT "MOST RECENT" RED WINE AIMS ONLY ASAP KODEYA		
NATURE OF COMPLAIN	T: Upholstery Shield		
ITEM VENNJ M9015-S 6	SIZE AREA AFFE S ALL SEAT		
	TECHNICIAN'S REP	ORT	3/0-
SIZE AREA	TYPE	CODE CO	MPONENTS
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ADDITIONAL COMMENT	s: there are a		arus - hod
- Clear	el - rennel so	me fresh st	At. Or one
[ ] Turn Down	[ ] Follow-Up [ 🗘 C	omplete SERVICE DATE:	7,8,10
( cs ) }		or code: 8C6 AMT: Hee Sterb L	·
Co	ne of but	who can tell	how old
) it	Dilae @ Th	e ette pieu	hes accord
n	Stattonow.	r	

#### SERVICE REPORT

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ייייי דיי	06/29	/10

B.C. Chem-Dry

FROM: Jennifer Warehouse Claim Ctr.

Claim: 249723-00

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064

Fax 914 576 2763

RE:

TO:

DIANE MCKENNA

44 NORMANDY VILLAGE

Order #/Delivery JC 041103 5/01/08

Home Phone 845 735 1012

NANUET

NY 10954

Work Phone 845 709 7180

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

PLS CLEAN STAINS ON MICRO FIBER SEAT & BK CUSHIONS. COMMENTS:

NATURE OF COMPLAINT: Upholstery Shield

VENNJ M8716LAF-S 7850 20

AREA AFFECTED

TYPE OF DEFECT

ALL BACK CASINGS

DRINK/BEVERAGE

s VENNJ M8717RAF-Q 7850 20 Q ALL SEAT CASINGS

DRINK/BEVERAGE

SIZE AREA	TYPE	CODE	COMPONENTS	
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V		-		
ADDITIONAL COMMENTS:	ustant went	el se	und learn	٧ ,
2 sent casing	s on a d	gand	f a few for	desL
wher states	I - Also he	s ol	1 state.	
[ ] Turn Down [ ] Follo	ow-Up [ Complete	SERVICE	DATE: 7/8/10	
X	VENDOR CODE	E: 8C6	AMT: \$	
@ Q, W &	ch weed	profess	ial dear,	

/vol1/jfa	xout/f8c6psr0 Wed Apr 21 19:23:30 2010 9
	Jennifer Customer Service
	SERVICE REPORT
	$\left( \left( \left$
	DATE: 04/21/10 Claim: 235779-00
	TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr.  B.C. Carpet Cleaning Inc.
ļ	1921 Bogart Ave.
$\mathcal{N}^{\prime}$	$(\mathcal{V})$ Bronx NY 10462 Phone 917 414 5064
V	Fax 914 576 2763
	RE: CATHY DIERCKSEN Order #/Delivery JC 037955 7/24/05
	22 W PALISADES AVE Home Phone 845 627 6006 NANUET NY 10954 Work Phone 914 522 4126
100 90	INSTRUCTIONS: Please schedule the above customer for service and fax back the
200	written report or any concerns to 206-309-0432
	Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
	COMMENTS: C/C W BEV STAINS ON SOFA ON SOFA AND LS S/CAS
	PLZ INSPECT AND CORRECT
	NATURE OF COMPLAINT: Upholstery Shield
	ITEM SIZE AREA AFFECTED TYPE OF DEFECT
	VENNJ M2065-LS 6090 13 LS ALL SEAT CASINGS DRINK/BEVERAGE VENNJ M2074-Q 6090 13 Q ALL SEAT CASINGS DRINK/BEVERAGE
	TECHNICIAN'S REPORT  ———————————————————————————————————
	SIZE AREA TYPE CODE COMPONENTS
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	() and 12
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	(D) where the 1+
	ADDITIONAL COMMENTS:
	wis included: (3) Q sent coins deans
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	[ ] Turn Down [ ] Follow-Up [ ] Complete SERVICE DATE: 7 / 10
	X VENDOR CODE: 8C6 AMT: \$ 75
	and
	Cold Cold Cold Cold
	(3) US CAT set cash cleant of a test
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	· Bu	718 /	.fer Customer	Service EPORT	NJ	<u></u>
	( S Bronx Phone 9	nem-Dry Orpet Cleaning In Ogart Ave. NY 17 414 5064	nc. 7 10462	FROM: Jennifer	Claim: 246721- Warehouse Clai	
10			J 07430		201 529 2075	/11/07 c M h
13,		written report of Attn: Jennifer	or any concern Claim Center	stomer for servic ns to 206-309-043 . Please remembe KE NOTE OF THE NE	2 er to include s	
	ALSC	WITH HOLE IN LS UNKNOWN STAIN CAS OF SOFA INS	IOB	RECT		200 that
	NATURE OF COMPL	AINT: Upholster	ry Shield			الرس
	LUCA 2458-S3M LUCA 2458-LS	1213 BR LS TECHN	ALL SEAT COMBACK-INSIDI	ASINGS DRINK/ E/OUTSIDE HOLE (		Jendy shotai
	SIZE A	Met C	TYPE CJ.VJ	$\frac{\frac{2}{2}}{2}$	COMPONENTS	J.D.
	ADDITIONAL COMM	J / 5	his	t cash	do. Cysticky too	Edry. Fores
	[ ] Turn Down	[ ] Follow-U	-	mplete SERVICE D	DATE: 17/8 AMT: \$ 35	/ <u>/D</u>
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	(2)	france	isb	roken u	uler (	& Lordly
-		S-CILLY	of the	de bak	ear - 1	for con
		tall D	iece u	se to se	o po wer	(m)

Jennifer Customer Service

NTC

#### SERVICE REPORT

DATE: 07/06/10 Claim: 251079-00 TO: B.C. Chem-Dry Jennifer Warehouse Claim Ctr. FROM: B.C. Carpet Cleaning Inc. 1921 Bogart Ave. NY 10462 Bronx Phone 917 414 5064 914 576 2763 Fax RE: MARK JOB Order #/Delivery PRS 046930 1/08/06 5 KAYETON RD APT: PH Home Phone 201 236 0622 Work Phone 212 854 2340 ALLENDALE NJ 07401 Please schedule the above customer for service and fax back the INSTRUCTIONS: written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER. COMMENTS: CC TO RPT SCRATCHES ON OTTO TOP-PLS INSPECT AND CORRECT LTHR MDSE NATURE OF COMPLAINT: Upholstery Shield ITEM SIZE AREA AFFECTED TYPE OF DEFECT VENNJ M2700-OTTO 0680 29 OTTO OTTOMAN TOP SCRATCHED/NICKED TECHNICIAN'S REPORT COMPONENTS ADDITIONAL COMMENTS: [ Complete SERVICE DATE: [ ] Turn Down [ ] Follow-Up VENDOR CODE: 8C6 AMT: \$ ick my -

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3	·	•			stomer Serv	ice	/		
		NO.	7(8)	SERVIC			l		
_	DATE: TO:	1921 Bo Bronx		NY 10462		: Jennifer	Claim: 2456 Warehouse C		
(8)	RE:	Fax S CHARLES 18 FORE	914 576 276 S MILLER EST GLEN RI COTTAGE	53		r #/Delivery Home Phone Work Phone			
3	INSTRUCT	rions:	Please sch written re Attn: Jen numbers wi	nedule the ab eport or any nnifer Claim ith your repo	concerns to Center. Plort. MAKE NO	r for servic 206-309-043 ease remembe TE OF THE NE	2 er to includ W FAX NUMBE	le serial R.	; 3 0JL
	COMMENTS	•		nolstery Shie		Rs#	#15N# #15N#	99721	93033
Ī	ITEM KLAUS L4 KLAUS L4		ANTA ST ANTA ST	RS BACK	AFFECTED COUTSIDE COUTSIDE S REPORT	HOLE (	OF DEFECT UPH.SHIELD) UPH.SHIELD)	the s	rac d
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	x	the sheet of the s	Sand Sayla E Af	ollow-Up	Complet VENDOR COD	e SERVICE I E: 8C6	DATE: 7/	8,10 45 W 13	
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	1. 010)	Jennifer Custo	mer Service			
•	KK7/8)	SERVICE	REPOR	T -		
DATE: TO:	03/16/10 B.C. Chem-Dry B.C. Carpet C 1921 Bogart A Bronx Phone 917 414 Fax 914 576	leaning Inc. ve. NY 10462 5064	FROM:		laim: 227191- Jarehouse Clai	
RE:	writte Attn:		Ho Wo customer f cerns to 20 ter. Pleas	me Phone 8 rk Phone 8 w 2 36 or service 6-309-0432 e remember	e and fax back t to include s	50 E + 1 1 9 & & the
COMMENT	cs: C/C HAS MI	LK STAINS ON FURN				
NATURE	OF COMPLAINT:	Upholstery Shield				
ITEM	88050PP-Q GROU	SIZE AREA AF	CTR. SEAT		DEFECT EVERAGE	
		TECHNICIAN'S R				wy can
	LAF we	Cas My Lus. U		CODE 1/C 1/C	COMPONENTS	
ADDITIO	DNAL COMMENTS:	Oly a fe cular of weeds +	he fee	s old	: IK sta stanks : Thin	
[ ] Tu	ırn Down [	] Follow-Up [	Complete	SERVICE DA	ATE: 7/5	10'
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	Jennifer Customer Service
	SERVICE REPORT
	DATE: 06/16/10 Claim: 246992-00 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr.
	B.C. Carpet Cleaning Inc. 1921 Bogart Ave.
	Bronx NY 10462 Phone 917 414 5064
•	Fax 914 576 2763
	RE: JOAN/GERLD KIRSCH Order #/Delivery JLN 008862 8/04/05 23 BROOK ST Home Phone 845 406 3588
110	SPRING VALLEY NY 10977 Work Phone 201 390 7138 CELL
V	INSTRUCTIONS: Please schedule the above customer for service and fax back the
	written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial
9/	numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
	COMMENTS: C/C HAS A CUT ON FB OF THE CHAIR WHICH WAS CAUSED BY CUST HEEL OF THERE SHOES.PLEASE INSPECT CORRECT & PROVIDE A
	DETAIL REPORT.
	NATURE OF COMPLAINT: Upholstery Shield
	ITEM SPHER 1701L-C SEDO GR C FRONT BOARD (COMP) HOLE (UPH.SHIELD)
	TECHNICIAN'S REPORT
	SIZE AREA TYPE CODE COMPONENTS
	C frat board trave 2M
	C front board letter seechors
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	ADDITIONAL COMMENTS: O Frank on a has dropped This has causal collated duringly to
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	[] Turn Down [] Follow-Up [] Complete SERVICE DATE:
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	broke through the letter- Deflet. I will send a photo to T. Difore
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	10	Jennifer Customer Service	
	16×7/8	SERVICE REPORT	
•			
DATE:	05/19/10	Claim: 241355-00	
TO:	B.C. Chem-Dry B.C. Carpet Cl		
1	1921 Bogart Av		
///	Bronx	NY 10462	
3/1	Phone 917 414		
	Fax 914 576	5 2763	
RE:	MARIA LORD	Order #/Delivery JC 041593 10/19/08	
)	1 E MAIN ST	APT: 5 Home Phone 845 893 4251	
INSTRUC		NY 10980 Work Phone schedule the above customer for service and fax back the	
	TIONS: Please writter Attn: numbers	e schedule the above customer for service and fax back the en report or any concerns to 206-309-0432  Jennifer Claim Center. Please remember to include serial swith your report. MAKE NOTE OF THE NEW FAX NUMBER.	
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COMMENT	FIONS: Please writter Attn: numbers S: C/C W FOOD PLZ INSPECT	e schedule the above customer for service and fax back the en report or any concerns to 206-309-0432  Jennifer Claim Center. Please remember to include serial swith your report. MAKE NOTE OF THE NEW FAX NUMBER.	
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COMMENT: NATURE (  ITEM	TIONS: Please written Attn: numbers S: C/C W FOOD PLZ INSPECT	e schedule the above customer for service and fax back the en report or any concerns to 206-309-0432  Jennifer Claim Center. Please remember to include serial swith your report. MAKE NOTE OF THE NEW FAX NUMBER.  O STAINS ON S/CAS TO AND CORRECT  Upholstery Shield  SIZE AREA AFFECTED  TYPE OF DEFECT  TYPE OF DEFECT  TYPE OF DEFECT  TYPE OF DEFECT	7
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COMMENT: NATURE ( ITEM	TIONS: Please written Attn: numbers S: C/C W FOOD PLZ INSPECT	e schedule the above customer for service and fax back the en report or any concerns to 206-309-0432  Jennifer Claim Center. Please remember to include serial swith your report. MAKE NOTE OF THE NEW FAX NUMBER.  O STAINS ON S/CAS TO AND CORRECT  Upholstery Shield  SIZE AREA AFFECTED  TYPE OF DEFECT  TYPE OF DEFECT  TYPE OF DEFECT  TYPE OF DEFECT	ァ 〜 〜
COMMENT: NATURE ( ITEM	TIONS: Please written Attn: numbers S: C/C W FOOD PLZ INSPECT	e schedule the above customer for service and fax back the en report or any concerns to 206-309-0432  Jennifer Claim Center. Please remember to include serial swith your report. MAKE NOTE OF THE NEW FAX NUMBER.  O STAINS ON S/CAS TO AND CORRECT  Upholstery Shield  SIZE AREA AFFECTED  TYPE OF DEFECT  TYPE OF DEFECT  TYPE OF DEFECT  TYPE OF DEFECT	アンメ
COMMENT: NATURE (  ITEM VENNJ B	TIONS: Please writter Attn: numbers S: C/C W FOOD PLZ INSPECT OF COMPLAINT:	e schedule the above customer for service and fax back the en report or any concerns to 206-309-0432  Jennifer Claim Center. Please remember to include serial swith your report. MAKE NOTE OF THE NEW FAX NUMBER.  O STAINS ON S/CAS ET AND CORRECT  Upholstery Shield  SIZE AREA AFFECTED TYPE OF DEFECT  TYPE OF DEFECT	アン×
COMMENT: NATURE (  ITEM VENNJ B	TIONS: Please writter Attn: numbers S: C/C W FOOD PLZ INSPECT OF COMPLAINT:	e schedule the above customer for service and fax back the en report or any concerns to 206-309-0432  Jennifer Claim Center. Please remember to include serial swith your report. MAKE NOTE OF THE NEW FAX NUMBER.  O STAINS ON S/CAS ET AND CORRECT  Upholstery Shield  SIZE AREA AFFECTED TYPE OF DEFECT  TYPE OF DEFECT	アンメ

[ ] Turn Down [ ] Follow-Up [ Complete SERVICE DATE:

ADDITIONAL COMMENTS:

food grease remark.

VENDOR CODE: 8C6

AMT: \$

# JENNIFER CONVERTIBLES CLAIM CENTER

	Service Report Co	ver Sheet	7/3)	•
Service Company:	Facsimile: (206 _ CheM-Dry	•		30
Vendor Code: 866		11/13	ate Received: _	, NC
	vere faxed to the Claim Center on his cover sheet will be faxed back			
STORE ORDER # CLAIM #	· · · · · · · · · · · · · · · · · · ·	SVC DATE	AMT	RECEIVED
BAY 038 294 , 190	44 J.S. Lyletn	7/9/10	45	
BAY 046355 240	5608 P. Sprvil	1. 7/5	30	
SAB008870 24	8918 C.Paill	2/5	45	
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HNY016505 247			35	
56014030 25			35	
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AUTHORIZED SIGNATURE: _	FOR OFFICE USE ONL	Y	DATE:	
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	Jennifer Customer	Service	St	
(D 47/	SERVICE RI	2 P O R T	, <i>C</i> 3	
1921 Bog Bronx Phone 91	pet Cleaning Inc.	Cl FROM: Jennifer Wa	aim: 249644-00 rehouse Claim Ctı	
RE: JACKIE S 801 TILD BRONX	INGLETON EN ST APT: : NY 10467	Order #/Delivery B 30F Home Phone 71 Work Phone		02
S) "	lease schedule the above cu ritten report or any concer Attn: Jennifer Claim Center umbers with your report. MA	ns to 206-309-0432 . Please remember	to include serial	
PLEAS	AYS THAT THERE MILK STAINS OF INSPECT AND CORRECT	on all s/cas of the	SOFA	
	INT: Upholstery Shield			
<u>ITEM</u> FIF 3287-SO3-S	BK 3 SIZE AREA AFFECT			
	TECHNICIAN'S REPO	RT	Λ	PSWA
SIZE AR STR STR	EA TYPE  Set Casy  field	CODE 7C	COMPONENTS	- - -
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[ ] Turn Down	[ ] Follow-Up [ Co	mplete SERVICE DAT	TE: /_/_/_/_/_	<u> </u>

VENDOR CODE: 8C6 AMT: \$\_\_

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Tue Jun 29 03:14:20 2010

Jennifer Customer Service

SERVICE REPORT

DATE: 06/29/10

B.C. Chem-Dry

Claim: 249608-00 FROM: Jennifer Warehouse Claim Ctr.

TO: B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064 914 576 2763

RE:

PATRICIA SPRUILL

Order #/Delivery BAY 046355 12/17/08

1329 ALLERTON AVE BAYCHESTER

NY 10469

APT: 2NDFL Home Phone 718 655 0355 Work Phone 917 657 8099

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CC STATES HAS STAINS, WILL SEND SVC TECH

LEATHERBLEND MDSE

NATURE OF COMPLAINT: Upholstery Shield

ITEM

SIZE AREA AFFECTED

TYPE OF DEFECT

VENNJ M9551-S

0611 09

S ALL SEAT CASINGS ALL SEAT CASINGS ALL SEAT CASINGS

DRINK/BEVERAGE

VENNJ M9565-LS 0611 09

LS

DRINK/BEVERAGE

TECHNICIAN'S REPORT

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SIZE AREA  All Set casi	TYPE	CODE	COMPONENTS
ADDITIONAL COMMENTS:	اے کا کا	Hertel -	Sefert we
Mcssivly peel	ily - defe	it. I	- W: 11 gal
s pht 1	N T. W.	se.	
[ ] Turn Down [ ] Follow-U	p [ Complete	SERVICE DATE	:7,5,10
Х	VENDOR CODE:	8C6 AMT	: \$ <u> </u>

: 06/24/1 B C Ch	_	ERVICE	REPO	R T	
B.C. Ca 1921 Bo Bronx	em-Dry rpet Cleanin gart Ave. 17 414 5064	g Inc. NY 10462	FROM:		Claim: 248918-00 Warehouse Claim Cti
		A NY 10473	PT: 3D	Home Phone	
	written repo Attn: Jenni	rt or any co fer Claim Ce	ncerns to nter. Ple	206-309-0432 ase remember	? r to include serial
SEC PLEA	TIONAL SE INSPECT A	ND CORRECT		4/	IOB OF THE
		SIZE AREA A			DEFECT
J A7313RAF-				IDE HOLE (	VARRANTY)
Luck	REA : L	pere	**************************************	7H	COMPONENTS
TIONAL COMM	ENTS:	Rep.	۵٬۲ ۸	cole	
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7 4 7	Phone 9 Fax 9 CARMEN 2120 RA BRONX FRUCTIONS:  MENTS: C/C SEC PLEA  JRE OF COMPL  MATERIAL AND A 7313RAF-	Phone 917 414 5064 Fax 914 576 2763  CARMEN PARILLA 2120 RANDALL AVE BRONX  TRUCTIONS: Please sched written repo Attn: Jenni numbers with  MENTS: C/C SAYS THAT TH SECTIONAL PLEASE INSPECT A  TRUCTIONS: Please sched Written repo Attn: Jenni numbers with SECTIONAL PLEASE INSPECT A  THE OF COMPLAINT: Warra  A  A  A  A  A  A  A  A  A  A  A  A  A	Phone 917 414 5064 Fax 914 576 2763  CARMEN PARILLA 2120 RANDALL AVE A BRONX NY 10473  CRUCTIONS: Please schedule the above written report or any converted at the second attn: Jennifer Claim Cenumbers with your report of Attn: Jennifer Claim Cenumbers with your	Phone 917 414 5064 Fax 914 576 2763  CARMEN PARILLA Order 2120 RANDALL AVE APT: 3D BRONX NY 10473  CRUCTIONS: Please schedule the above customer written report or any concerns to Attn: Jennifer Claim Center. Please numbers with your report. MAKE NOT MENTS: C/C SAYS THAT THERE IS A TEAR ON THE RESECTIONAL PLEASE INSPECT AND CORRECT  JURE OF COMPLAINT: Warranty  March SIZE AREA AFFECTED BACK-INSIDE/OUTS  TECHNICIAN'S REPORT  TECHNICIAN'S REPORT	Phone 917 414 5064 Fax 914 576 2763  CARMEN PARILLA

Jennifer Customer Service

ACUSA ACUSTA

SERVICE

DATE:

06/23/10

Claim: 248558-00 FROM: Jennifer Warehouse Claim Ctr.

TO:

B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

NY 10462

Phone 917 414 5064

Fax

914 576 2763

RE:

C/L>

JAMES POPE

Order #/Delivery HNY 013196 8/23/06

941 LEGGETT AVE

Home Phone 718 861 1483

BRONX

NY 10455

Work Phone 718 842 8648

INSTRUCTIONS:

Please schedule the above customer for service and fax back the

REPORT

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS:

CC TO RPT SCRATCHES-PLS INSPECT AND CORRECT IF COVERED

LTHR MDSE

NATURE OF COMPLAINT: Upholstery Shield

ITEM

VENNJ M2775-0 VENNJ M2775-Q

SIZE 0680 29

Q

0680 29

AREA AFFECTED

CASING-CTR. SEAT

ALL BACK CASINGS

TYPE OF DEFECT SCRATCHED/NICKED

HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

TYPE CODE

ADDITIONAL COMMENTS:

[ ] Follow-Up [ ] Turn Down

[ C Complete SERVICE DATE:

VENDOR CODE: 8C6 AMT: \$

I will send photo's

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DA TO	B.C. Carpe 1921 Bogar	t Cleaning Inc t Ave.			aim: 249428-00 rehouse Claim Ct	r.
6/1	Bronx Phone 917 Fax 914		10462	(34-	7) 933-3.	415
RE	: LILY OSEI 1057 SHERI BRONX		Orde: APT: 5C 10456	r #/Delivery J Home Phone 34 Work Phone	GC 025713 5/30/ 7 284 5387	08
	wri At	tten report or tn: Jennifer C	he above customer any concerns to laim Center. Plo report. MAKE NO	206-309-0432 ease remember	to include seria	
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	(1/0/6)	Jennifer Custom	er Service		<b>∠</b> ™
•	Be 113)	SERVICE	REPORT		
DATE: TO:	06/22/10 B.C. Chem-Dry		FROM: Je	Claim: 2478 nnifer Warehouse C	
10.	B.C. Carpet Clear	ning Inc.	11.0	.mirror waronouso c	
- (L)	1921 Bogart AveBronx	NY 10462			
01	Phone 917 414 500 Fax 914 576 270			cell (347) 54.	2-225
RE:	VALERIE RODRIGUE			elivery HNY 016505	
	317 E 178TH ST BRONX	APT NY 10457		Phone 718 872 633 Phone 718 682 629	
INSTRUC	CTIONS: Please sc	hedule the above (	customer for	service and fax b	ack the
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	L + numbers w	ith your report.	MAKE NOTE OF	THE NEW FAX NUMBE	R.
COMMENT	rs: C/C SAID THER			ING CHECK FOR	
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NATURE	OF COMPLAINT: Upl	holstery Shield			
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	CAF sect	TECHNICIAN'S RETUYPE	TR. SEAT	SCRATCHED/NICKED	_ \( \text{\ti}}}}}}}} \end{eng}}}}}}}}}}}}}}} \endress{\text{\texi}\text{\text{\text{\text{\text{\texi}\exint{\text{\texi}\exit{\text{\text{\text{\text{\text{\text{\text{\text{\texi}\t
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Jennifer Customer Service

## SERVICE REPORT

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TY VI	TEM	701-C	0680 29 REA	SIZE	CASING-C	rr. SEAT		: (UPH.SHIE		LWS.
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	TEM ENNJ M2	on ch	- Se! 0-5	TECHNIC	CASING-CO	PORT	CODE  25  25  25	: (UPH.SHIE	NENTS	LWS -

was the cases have wearted in turn Down [] Follow-Up [ & Complete SERVICE DATE: 7/9/10

X VENDOR CODE: 8C6 AMT: \$ 3.0

Ho T. J. (one.

Jennifer Customer Service  SERVICE REPORT  DATE: 06/24/10 TO: B.C. chem-Dry FROM: Jennifer Warehouse Claim B.C. carpet Cleaning Inc. 1921 Bogart Ave. Bronx NY 10462 Phone 917 414 5064 FAX 914 576 2763  RE: ADELINA THEN Order #/Delivery JP 026526 10/ 2857 SEDGWICK AVE APT: 5A Home Phone 917 545 5965 BRONX NY 10468  INSTRUCTIONS: Please schedule the above customer for service and fax back written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include se numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: CC SAID NICK ON IOB OF SOFA ON LS INSPECT AND CORRECT T/P HAS TEAR  NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED TYPE OF DEFECT VENNJ M9815-S 6098 21 S BACK-INSIDE/OUTSIDE SCRATCHED/NICKED VENNJ M9815-S 6098 21 LS BACK-INSIDE/OUTSIDE SCRATCHED/NICKED VENNJ M9865-LS 6098 21 LS BACK-INSIDE/OUTSIDE SCRATCHED/NICKED VENNJ M9865-LS 6098 21 LS BACK-INSIDE/OUTSIDE SCRATCHED/NICKED  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  INSTRUCTIONS: COMPONENTS  SIZE AREA TYPE CODE COMPONENTS	
DATE: 06/24/10 TO: B.C. chem-Dry FROM: Jennifer Warehouse Claim: 248830-0 B: C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763  RE: ADELINA THEN Order #/Delivery JP 026526 10/ 2857 SEDGWICK AVE APT: 5A Home Phone 917 545 5965 BRONX NY 10468 Work Phone 917 544 5279  INSTRUCTIONS: Please schedule the above customer for service and fax back written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include se numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: CC SAID NICK ON IOB OF SOFA ON LS INSPECT AND CORRECT T/P HAS TEAR  NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED SCRATCHED/NICKED VENNJ M9815-S 6098 21 S BACK-INSIDE/OUTSIDE SCRATCHED/NICKED VENNJ M9815-S 6098 21 S BACK-INSIDE/OUTSIDE SCRATCHED/NICKED VENNJ M9865-LS 6098 21 S BACK-INSIDE/OUTSIDE SCRATCHED/NICKED  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS	
DATE: 06/24/10 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763  RE: ADELINA THEN Order #/Delivery JP 026526 10/ 2857 SEDGWICK AVE APT: 5A Home Phone 917 545 5965 BRONX NY 10468 Work Phone 917 544 5279  INSTRUCTIONS: Please schedule the above customer for service and fax back written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include se numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: CC SAID NICK ON IOB OF SOFA ON LS INSPECT AND CORRECT T/P HAS TEAR  NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED SCRATCHED/NICKED VENNJ M9815-S 6098 21 S BACK-INSIDE/OUTSIDE SCRATCHED/NICKED VENNJ M9865-LS 6098 21 LS BACK-INSIDE/OUTSIDE SCRATCHED/NICKED VENNJ M9865-LS 6098 21 LS BACK-INSIDE/OUTSIDE SCRATCHED/NICKED  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS	1
TO: B.C. Carpet Cleaning Inc.  1921 Bogart Ave.  Bronx Phone 917 414 5064 Fax 914 576 2763  RE: ADELINA THEN 2857 SEDGWICK AVE BRONX NY 10468  NY 10462  NY 10468  NY 10468  NY 10468  NY 10462  NY 10468  NY 10468  NY 10462  NY 10468  NY 10462  NY 10468  NY 10462  NY 10468  NY 10462  NY 10462  NY 10468  NY 10462  NY 10468  NY 10468  NY 10468  NY 10468  NY 10462  NY 10468  NY 10462  NY 10468  NY 10468  NY 10468  NY 10468  NY 10462  NY 10468  NY 10462  NY 10468  NY	7~
Phone 917 414 5064 Fax 914 576 2763  RE: ADELINA THEN	
2857 SEDGWICK AVE NY 10468  APT: 5A Home Phone 917 545 5965 Work Phone 917 544 5279  INSTRUCTIONS: Please schedule the above customer for service and fax back written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include se numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: CC SAID NICK ON IOB OF SOFA ON LS INSPECT AND CORRECT T/P HAS TEAR  NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED TYPE OF DEFECT SCRATCHED/NICKED VENNJ M9815-S 6098 21 S BACK-INSIDE/OUTSIDE SCRATCHED/NICKED VENNJ M9865-LS 6098 21 LS BACK-INSIDE/OUTSIDE SCRATCHED/NICKED TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS	
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5 (1) back instruction 2B S (1) arm pillow 2B S outside back parted 2B	
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J. Silae	rt , X

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TO:

Jennifer Customer Service

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Claim: 249711-00 FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

B.C. Chem-Dry

Bronx

06/29/10

NY 10462

Phone 917 414 5064 914 576 2763

21 CENTRAL PARK AVE

RE:

PAUL DILLETT

Order #/Delivery JLY 023358 4/11/10

APT: 2-F Home Phone 917 886 9386

YONKERS

NY 10705

Work Phone

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CUST NOTICED THE R/F SEAT CUSH PEELING. PLS INSPECT/CORRECT.

NATURE OF COMPLAINT: Warranty

ITEM

VENNJ B5355-F 0628 29 AREA AFFECTED CASING-RAF SEAT TYPE OF DEFECT

SIZE _	AREA	TYPE	CODE	COMPONENTS	_
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# JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-Service Company: 266 Vendor Code: **Date Received** The following service reports were faxed to the Claim Center on the above faxed date. All reports will be checked when received and a copy of this cover sheet will be faxed back to above Service Company as record of receipt. STORE! ORDER # **SVC DATE** CUSTOMER CLAIM# **AMT** RECEIVED HNY019519 7/12/10 145295 LC 069819 BED 003897 248948 BC 071762 30 PSL006987 ·Dixm 7/11 PSLO1146L JLK018083 247174 O E 7/12 JLK019241 30 JAA 009784 250728 l'osantez 7/14 JC16985 24685 KP007035 238902 00756L 24676L FOR OFFICE USE ONLY **AUTHORIZED SIGNATURE:** DATE: **TOTAL REPORTS:** INVOICED: **INITIALS:** 

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ixout/1	.ocopsru	3327	:56:42 2010 Customer Servi	4 ice		1
	DK 1/1	``	CE REPO			<b>\( \)</b> \( \)
DATE: TO:	1921 Bogar	et Cleaning Inc. ct Ave.	FROM:	Jennifer	Claim: 245299 Warehouse Cla	
8	Bronx Phone 917 Fax 914	NY 10 414 5064 576 2763	462			
RE:	CYNTHIA DR 20 N 5TH S BROOKLYN		APT: 408	Home Phone	y HNY 019519 718 388 3328 <b>347) 44</b> 0	
INSTRU	wri At	ease schedule the tten report or a ttn: Jennifer Cla mbers with your r	ny concerns to im Center. Ple	206-309-04 ease remembe	32 er to include	serial
COMMEN	TTS: CC TO R	RPT CIG BURN-PLS DSE	INSPECT AND COF	RECT		
NATURE	OF COMPLAIN	T: Upholstery S	hield			
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VENNJ	B7615-S 0		ACK-INSIDE	BURN		نہ
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Λ		sill send	VENDOR CODE		AMT: \$	

Tue Jun 29 18:32:16 2010

Jennifer Customer Service

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1	7/14)
7	1116)

SERVICE REPORT

•	( BIC 7/1L)
DATE:	06/29/10

B.C. Chem-Dry TO:

Claim: 249782-00

FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064 914 576 2763

RE:

SHARLENE DANTZLER

Order #/Delivery LC 069819 4/20/07

841 GATES AVE

APT: 3C

Home Phone 347 845 2970

BROOKLYN

NY 11221

Work Phone

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C/C HAS A JUICE STAIN ON THE CHAISE S/CASING AND BACK AND

SEAT CASING ON SOFA FROM A PILL

NATURE OF COMPLAINT: Upholstery Shield

TYPE OF DEFECT

COMPONENTS

VENNJ M5632LAF-F 6098 21 F F

SIZE AREA AFFECTED ALL BACK CASINGS

FOOD

VENNJ M5632LAF-F 6098 21 VENNJ M5683RF-CH 6098 21 CH

ALL SEAT CASINGS CASING-CTR. SEAT FOOD FOOD

The contraction of the contracti	7//	
Freh rest pieces	2/	3
ADDITIONAL COMMENTS: OFFresh	julce ste	eide rennel aly
- Also has old re	DID FOC	h have old
starts of when	profession	Clearly.
[ ] Turn Down [ ] Follow-Up	[ Complete SERV	ICE DATE: 7/12/10
x	VENDOR CODE: 8C6	AMT: \$

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jfaxout/f8	)	Jun 24 17:11:26		9		
/	(1/P)	Jennifer Custon	mer Servi	ce		51
. (2		SERVICE	R E P O	R T		
7						
DATE:	06/24/10				Claim: 248	
TO:	B.C. Chem-Dry B.C. Carpet Clear	ning Ing	FROM:	Jennife	r Warehouse	Claim Ctr.
. 111	1921 Bogart Ave.					
6/24	Bronx Phone 917 414 506	NY 10462				
	Fax 914 576 276					
RE:	SANDRA BONEY		Order	#/Delive	ry BED 00389	7 9/09/06
_	280 HERKIMER ST	AP			e 347 852 70	
2	BROOKLYN	NY 11216		Work Phon	е	
INSTRUC		hedule the above				back the
٧/		eport or any cond nnifer Claim Cent				de cerial
		ith your report.				
COMMENT	S: C/C SAYS THAT	THERE IS A HOLE	ON THE C	TR S/CAS	OF THE CHAIR	_
	PLEASE INSPECT			. 1		
NATURE	OF COMPLAINT: Upl	holstery Shield		centle		
ITEM		SIZE AREA AFI	בבכתבט	TVDE	OF DEFECT	. 38
	4901-C 0680 09		CTR. SEAT		(UPH.SHIELD	
		TECHNICIAN'S RI	EPORT			32
SIZE	AREA	TYPE		CODE	COMPONE	NTS
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She She	object f down	0	iroble	C = S  SERVICE	مي ري	Cashy, Loneo 12/0
<u>Sha</u> <u>Si</u> [ ] Tu	object f down	ollow-Up [ ]	Complete	- 1	DATE: 7	Cashy, Leoned 12/0
<u>Sha</u> <u>Si</u> [ ] Tu	object f down	ollow-Up [ ]	Complete	- 1	DATE: 7 /	Cashy, Legned 12/0 30

Jennifer Customer Service

SERVICE REPORT



Insport

Claim: 241442-00

Jennifer Warehouse Claim Ctr.

DATE: 05/20/10

B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064 Fax 914 576 2763

RE:

TO:

STEPHAN BROWN

145 LINCLON RD

BROOKLYNN

Order #/Delivery BC 071762 12/13/06

APT: 4G ▶ Home Phone 917 450 6957

Work Phone NY 11225

INSTRUCTIONS:

Please schedule the above customer for service and fax back the

FROM:

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CC STATES 2 SEAT CASINGS HAVE TEARS, WILL SEND SVC TECH

NATURE OF COMPLAINT: Upholstery Shield

VENNJ M2775-Q 0680 29

SIZE AREA AFFECTED ALL SEAT CASINGS TYPE OF DEFECT

HOLE (UPH.SHIELD)

SIZE	AREA	-	TYPE	CODE	COMPONENTS	
	1 Alls	est cas w	L	21		
			7			
		4		<del></del>		
		<del> </del>				
ADDI	rional comments:	Ct.	Surges	+.	2 set c s	راسل.
	also are	<i>I</i> 1	-losks	116	ct sugges	7
	causel	the root	libr.	_		
[ ]	Turn Down [	] Follow-Up	[ G Complete	SERVICE	DATE: 7/12/10	
x			VENDOR CODE	: 8C6	AMT: \$30	

	Jennifer Customer Service
•	SERVICE REPORT
DATE:	06/29/10 Claim: 249927-00
TO:	B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr.
	B.C. Carpet Cleaning Inc. 1921 Bogart Ave.
. 1.0	Bronx NY 10462
14	Phone 917 414 5064
	Phone 917 414 5064 Fax 914 576 2763
RE:	ESTER M. DIXON Order #/Delivery PSL 006987 9/13/05
	232 5TH AVE APT: 3 Home Phone 347 463 0675
	BROOKLYN NY 11215 Work Phone 7 431 1013
TNOMPT	·
INSTRU	CTIONS: Please schedule the above customer for service and fax back the
INSTRU	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432
INSTRU	CTIONS: Please schedule the above customer for service and fax back the
	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  IS: CC TO RPT RIPS-PLS INSPECT AND CORRECT IF COVERED
	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMEN'	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  IS: CC TO RPT RIPS-PLS INSPECT AND CORRECT IF COVERED
COMMEN'	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  TS: CC TO RPT RIPS-PLS INSPECT AND CORRECT IF COVERED LTHR MDSE
COMMEN' NATURE	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  IS: CC TO RPT RIPS-PLS INSPECT AND CORRECT IF COVERED LTHR MDSE  OF COMPLAINT: Upholstery Shield  SIZE AREA AFFECTED TYPE OF DEFECT
COMMEN' NATURE  ITEM VENNJ	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  IS: CC TO RPT RIPS-PLS INSPECT AND CORRECT IF COVERED LTHR MDSE  OF COMPLAINT: Upholstery Shield  SIZE AREA AFFECTED TYPE OF DEFECT
COMMEN' NATURE  ITEM VENNJ	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  IS: CC TO RPT RIPS-PLS INSPECT AND CORRECT IF COVERED LTHR MDSE  OF COMPLAINT: Upholstery Shield  SIZE AREA AFFECTED TYPE OF DEFECT
COMMEN' NATURE  ITEM VENNJ	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  TS: CC TO RPT RIPS-PLS INSPECT AND CORRECT IF COVERED LTHR MDSE  OF COMPLAINT: Upholstery Shield  SIZE AREA AFFECTED TYPE OF DEFECT HOLE (UPH.SHIELD)
COMMEN' NATURE  ITEM VENNJ VENNJ	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  TS: CC TO RPT RIPS-PLS INSPECT AND CORRECT IF COVERED LTHR MDSE  OF COMPLAINT: Upholstery Shield  SIZE AREA AFFECTED TYPE OF DEFECT Z2617RAF-F 0680 29 F CASING-LAF SEAT HOLE (UPH.SHIELD) Z2617RAF-F 0680 29 F CASING-RAF BACK HOLE (UPH.SHIELD)  TECHNICIAN'S REPORT
COMMEN' NATURE  ITEM VENNJ	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  IS: CC TO RPT RIPS-PLS INSPECT AND CORRECT IF COVERED LTHR MDSE  OF COMPLAINT: Upholstery Shield  SIZE AREA AFFECTED TYPE OF DEFECT

[ d Complete SERVICE DATE: ]

VENDOR CODE: 8C6

AMT: \$\_\_\_

[ ] Turn Down [ ] Follow-Up

/vol1/jfa	axout/f8c6psr0 Wed May 19 16:57:22 2010 12
	Jennifer Customer Service  SERVICE REPORT
	DATE: 05/19/10 Claim: 241347-00 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr. B.C. Carpet Cleaning Inc. 1921 Bogart Ave.
. 5	Seronx NY 10462   Phone 917 414 5064   Fax 914 576 2763
	RE: BEATRIZ ROMERO Order #/Delivery PSL 011462 2/26/09 37 CENTRE MALL APT: 5D Home Phone 347 495 4816 BROOKLYN NY 11231 Work Phone 347 495 4816
	INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
	COMMENTS: CIG BURN ON ARM DRINK STAIN ON SEATING AREA
	NATURE OF COMPLAINT: Upholstery Shield  LLL  ITEM  SIZE AREA AFFECTED  TYPE OF DEFECT
	VENNJ M9875-Q 6098 21 Q LAF FRONT ARM PANEL BURN
	TECHNICIAN'S REPORT
	Both crns (better) 20 Q (2) sect casin, (febric) "(C
	ADDITIONAL COMMENTS: @ Doth set ( is by cleaned
	of Fresh well works, only. Also his
	I old staids () both airs are destroyed
	[ ] Turn Down [ ] Follow-Up [ Complete SERVICE DATE: 1/R/10  X VENDOR CODE: 8C6 AMT: \$ 75
	by a cat. No one is the aport next
	could show me a ciqueette burn. It
	( is tower calls bed, cleining to have,
	cigarette burns, she is try ing to get comps because of the cat damage.
	comps because of the cat danage-

/11//	
/voll/jfaxout/f8c6psr0 Thu Jun 17 17:56:34 2010 7  Jennifer Customer Service	
SERVICE REPORT	
SERVICE REPORT	
DATE: 06/17/10 Claim: 247174-00 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr. B.C. Carpet Cleaning Inc. 1921 Bogart Ave.	
Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763  PE: DMITPLY LEVAK  Order #/Delivery JLK 018083 8/10/08	
RE: DMITRIY LEVAK Order #/Delivery JLK 018083 8/10/08 354-BAY RIDGE PKWY APT: 4-D Home Phone 917 224 0425 BROOKLYN NY 11209 Work Phone 646 852 0895	
INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.	
COMMENTS: C/C SAYS THAT THERE ARE SCRATCHES THROUGHOUT THE ENTIRE OTTO  IF AN ACCUMULATION DO NOT TOUCH  PLEASE INSPECT AND CORRECT	, <del>L</del>
NATURE OF COMPLAINT: Upholstery Shield	
ITEM SIZE AREA AFFECTED TYPE OF DEFECT	Y
VENNJ Q07CO-OTTO 0615 29 OTTO ENTIRE PIECE SCRATCHED/NICKED	14
NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED TYPE OF DEFECT VENNJ Q07CO-OTTO 0615 29 OTTO ENTIRE PIECE SCRATCHED/NICKED  TECHNICIAN'S REPORT  WWW.	F
SIZE AREA TYPE CODE COMPONENTS	
to wood 21	
to top	
ADDITIONAL COMMENTS: Wood on interior tops  when went Teur marks a otto top	
[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7,92,10	
ron e Flot penel T.V. Weart Ter	

	c6psr0 Wed	Jun 23 11:21:32 2010 16  Jennifer Customer Service
•	(PK 7/12)	SERVICE REPORT
DATE:	06/23/10	Claim: 248311-00
TO:	B.C. Chem-Dry B.C. Carpet Clear	FROM: Jennifer Warehouse Claim Ctr. ning Inc.
123	1921 Bogart Ave. Bronx	NY 10462
	Phone 917 414 506	
	Fax 914 576 276	63
RE:	ALBA RUIZ	Order #/Delivery JLK 019241 6/20/10
	2737 W 33RD ST BROOKLYN	APT: 1-C Home Phone 718 496 5729 NY 11224 Work Phone 347 335 9089
	written re Attn: Jer numbers wi	hedule the above customer for service and fax back the eport or any concerns to 206-309-0432 nnifer Claim Center. Please remember to include serial ith your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENT	written re Attn: Jer numbers wi	eport or any concerns to 206-309-0432 nnifer Claim Center. Please remember to include serial ith your report. MAKE NOTE OF THE NEW FAX NUMBER.  F CHAIR LF IOA HAS SCRATCH ORRECT
COMMENT	written re Attn: Jer numbers wi S: CC SAID ARM OF INSPECT AND CC	eport or any concerns to 206-309-0432 nnifer Claim Center. Please remember to include serial ith your report. MAKE NOTE OF THE NEW FAX NUMBER.  F CHAIR LF IOA HAS SCRATCH ORRECT
COMMENT NATURE ITEM	written re Attn: Jer numbers wi S: CC SAID ARM OF INSPECT AND CC	eport or any concerns to 206-309-0432 nnifer Claim Center. Please remember to include serial ith your report. MAKE NOTE OF THE NEW FAX NUMBER.  F CHAIR LF IOA HAS SCRATCH ORRECT  rranty
COMMENT NATURE ITEM	written re Attn: Jer numbers wi S: CC SAID ARM OF INSPECT AND CO OF COMPLAINT: War	eport or any concerns to 206-309-0432 nnifer Claim Center. Please remember to include serial ith your report. MAKE NOTE OF THE NEW FAX NUMBER.  F CHAIR LF IOA HAS SCRATCH ORRECT  rranty  SIZE AREA AFFECTED  TYPE OF DEFECT
COMMENT NATURE ITEM	written re Attn: Jer numbers wi S: CC SAID ARM OF INSPECT AND CO OF COMPLAINT: War	eport or any concerns to 206-309-0432 nnifer Claim Center. Please remember to include serial ith your report. MAKE NOTE OF THE NEW FAX NUMBER.  F CHAIR LF IOA HAS SCRATCH ORRECT rranty  SIZE AREA AFFECTED TYPE OF DEFECT C ARM-LAF IN/OUT SCRATCHED/NICKED
COMMENT NATURE ITEM ASHLE 9	written re Attn: Jer numbers wi S: CC SAID ARM OF INSPECT AND CO OF COMPLAINT: War	eport or any concerns to 206-309-0432 nnifer Claim Center. Please remember to include serial ith your report. MAKE NOTE OF THE NEW FAX NUMBER.  F CHAIR LF IOA HAS SCRATCH ORRECT rranty  SIZE AREA AFFECTED TYPE OF DEFECT C ARM-LAF IN/OUT SCRATCHED/NICKED  TECHNICIAN'S REPORT
COMMENT NATURE ITEM ASHLE 9	written re Attn: Jer numbers wi S: CC SAID ARM OF INSPECT AND CO OF COMPLAINT: War	eport or any concerns to 206-309-0432 nnifer Claim Center. Please remember to include serial ith your report. MAKE NOTE OF THE NEW FAX NUMBER.  F CHAIR LF IOA HAS SCRATCH ORRECT rranty  SIZE AREA AFFECTED TYPE OF DEFECT C ARM-LAF IN/OUT SCRATCHED/NICKED  TECHNICIAN'S REPORT
COMMENT NATURE ITEM ASHLE 9	written re Attn: Jer numbers wi S: CC SAID ARM OF INSPECT AND CO OF COMPLAINT: War	eport or any concerns to 206-309-0432 nnifer Claim Center. Please remember to include serial ith your report. MAKE NOTE OF THE NEW FAX NUMBER.  F CHAIR LF IOA HAS SCRATCH ORRECT rranty  SIZE AREA AFFECTED TYPE OF DEFECT C ARM-LAF IN/OUT SCRATCHED/NICKED  TECHNICIAN'S REPORT

[ ] Turn Down [ Follow-Up [ ] Complete SERVICE DATE: 7/M

VENDOR CODE: 8C6

ADDITIONAL COMMENTS:

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•					
DATE: TO:	07/04/10		TDOM Town! So	Claim: 250728-00	
10:	B.C. Chem-Dry B.C. Carpet Clear	ning Inc.	FROM: Jennife	r Warehouse Claim Ct	r.
•	1921 Bogart Ave. Bronx	NY 10462			
114	Phone 917 414 506 Fax 914 576 276	54 53	17 F1.		
RE:	BENITO PESANTEZ 2746 BRIGHTEN 71 BROOKLYN	TH STREET NY 11235	Order #/Delive Home Phon Work Phon	ry JAA 009784 12/16/ e 347 673 6799 <sup>e</sup> ( <b>9</b> ( <b>1)                                    </b>	
INSTRU	written re Attn: Jer	eport or any conce	erns to 206-309-0 er. Please remem	ber to include seria	
COMMEN	TS: C/C SAID THERE	ARE SCRATCHES ON	S/CASING		
NATURE	OF COMPLAINT: Uph	olstery Shield			
ITEM		SIZE AREA AFFE	CTED TYPE	OF DEFECT	ND,
VENNJ	M2715-S 0680 29	S CASING-CI	TR. SEAT SCRA	TCHED/NICKED	Sw#
		TECHNICIAN'S REE	PORT	_	t
SIZE	A AREA	TYPE	CODE	COMPONENTS	in still
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	Bothe	- ns	24		
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ADDITI	ONAL COMMENTS:	5 Cathe	preci,	s creely-	
(2)	(S-VA)	-and Al	1 Nosh 1	sill slud c	rally
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[ ] T	urn Down [ ] Fo		Complete SERVICE	70	_
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,	(SK)//	S E R V	ICE REP	ORT		
DATE: TO:	06/15/10 B.C. Chem-Dry B.C. Carpet (1921 Bogart A) Bronx Phone 917 414 Fax 914 576	Cleaning Inc ave. NY 1 1 5064	, =	DM: Jennifer	Claim: 246857-00 Warehouse Claim	
RE:	ARLENE RIOS 2470 E 15TH S BROOKLYN			FL Home Phone	y JLK 016985 2/3 718 743 6830 347 276 4875	20/07
INSTRUC	writte Attn:	en report or Jennifer C	any concerns t laim Center. I	to 206-309-04 Please rememb	ce and fax back 32 er to include se EW FAX NUMBER.	
COMMENT	CHAIR THIS	WAS ACCIDE	RE ON CTR B/CAS NTLY CAUSED BUY ETAIL REPORT.			1
ITEM	OF COMPLAINT:	SIZE	AREA AFFECTED		OF DEFECT	Insuts
		) 29 C ) 29 C TECHNI(	CASING-CTR. BA CASING-CTR. SA CIAN'S REPORT		(UPH.SHIELD) (UPH.SHIELD)	sw#
			**************************************			
SIZE	AREA		TYPE	CODE	COMPONENTS	<del></del>
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	RAT a	<u></u>		21		
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ADDITI	ONAL COMMENTS:	(1) C (2)	sile back	is crael	Kinga) Te.	von
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Α	crakity.	- <i>I</i>	w:ll se	I ph	to to T.I	silore
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•		AUTOFA	X Rev 2.10U				
	•	4 4 41	Jennifer Custom	er Servic	е		
		(BH 1/12)		n n n o n	<b></b>		
			SERVICE	REPOR	. T		
_					***		
	DATE:	05/11/10				Claim: 238902-	-00
	TO:	B.C. Chem-Dry		FROM:	Jennifer	Warehouse Clai	im Ctr.
		B.C. Carpet Clear	ning Inc.				
	-//1	1921 Bogart Ave.				\ _	1 04
	5/11	Bronx	NY 10462			00/646) 9	(9-30-
		Phone 917 414 506 Fax 914 576 276			. ife ce		19-5054
		10x 514 570 270	,,,		<b>.</b>		
( 2	\RE:	JEAN R. CADET		Order	#/Deliver	y KP 007035 1	1/22/05
	}	1117 E 73RD ST	APT			347 581 8947	
١ ^	\ <i>\</i>	BROOKLYN	NY 11234	W	ork Phone		
\ \ <mark>``</mark> ``	/ TMOMBIL	OMIONO Disession					. •
\	INSTRU	CTIONS: Please sch written re	eport or any conc				the
			nifer Claim Cent				serial
			th your report.				
٠	G01047777						
	COMMEN	IS: C/E STATES LS	HAS A HOLE IN RE ERED ITEM UNDER		n		
			D FOR COLLATERAL			ON SOFA.	
							to cont
	NATURE	OF COMPLAINT: Uph	olstery Shield				The state of
	ITEM		SIZE AREA AFF	ECTED	TVDF (	OF DEFECT	
		M2765-LS 0680 29	LS ARM-RAF			(UPH.SHIELD)	4
			TECHNICIAN'S RE	PORT			JWW
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	SIZE	AREA	TYPE		CODE	COMPONENTS	
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	ADDITIO	DNAL COMMENTS:					
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### Tue Jun 15 21:48:09 2010

Jennifer Customer Service

DATE: 06/15/10

	(4111)	s	E	R	V	I	С	E	R	E	P	0	R	T
7														

TO:

B.C. Chem-Dry

Claim: 246762-00

FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc. 1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064

Fax 914 576 2763

ERIC WILLIAMS

11245 SEAVIEW AVE

Order #/Delivery BED 007562 9/27/09

APT: 10B C Home Phone 917 450 9183

BROOKLYN

NY 11239

Work Phone 347 715 9479

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: UPD ADD HAND DMG NOT COV-CC TO RPT FOOD STAINS-PLS INSPECT

AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

ITEM

VENNJ M9815-S 6098 21

SIZE AREA AFFECTED ALL SEAT CASINGS TYPE OF DEFECT

<u>SIZE</u>	All	ent con	TYPE	CODE	COMPONENT	rs ·	
						•	
ADDI1	rional comme	NTS: Fr	esh for	od grees Small	c mark	- steller	1.
[ ] x	Turn Down	[ ] Follow-	Up [ ] comp	lete SERVICE	DATE: 7/1	75	

# JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432 chem-Dry/BCC Service Company: 866 Date Received: Vendor Code: Date Faxed: The following service reports were faxed to the Claim Center on the above faxed date. All reports will be checked when received and a copy of this cover sheet will be faxed back to above Service Company as record of receipt. **SVC DATE** STORE! ORDER # CLAIM# RECEIVED 7/13/10 243740 E. Clok 25021355 JLE 036914 249140 JLE037211 249327 CP084511 251133 JLE023065 250245 HBC004131 248375 50162190 250474 JLE028766 251289 7/13 JAA011450 250376 JLE027187 250488 REF05385 235897 KEF059617250403 Misla FOR OFFICE USE ONLY **AUTHORIZED SIGNATURE:** DATE: **INITIALS:** INVOICED

		<u> </u>		
vol1/jfa		01 22:49:15 2010	7	er i
		ennifer Customer Servi		Q 1
1	s E	RVICE REPO		
	DATE: 06/01/10	Home from 8	Claim: 243740-00	
	TO: B.C. Chem-Dry B.C. Carpet Cleaning	FROM:	Jennifer Warehouse Claim Ctr	•
	1921 Bogart Ave. Bronx	NY 10462		
611	Phone 917 414 5064 Fax 914 576 2763		Hushands cell # (917)	783-7230
8	RE: EDITH CLARK 2465 38TH ST ASTORIA	APT: 4C	#/Delivery SC 051355 7/12/08 Home Phone 917 327 7435 Work Phone	В
	INSTRUCTIONS: Please schedu	le the above customer	for service and fax back the	
10/	Attn: Jennii	ct or any concerns to Fer Claim Center. Ple your report. MAKE NOT	206-309-0432 ase remember to include serial E OF THE NEW FAX NUMBER.	
	COMMENTS: CC W SODA ON ON I	3/CAS OF SOFA PLZ INSP	ECT AND CORRECT	
	NATURE OF COMPLAINT: Uphols	stery Shield		
		SIZE AREA AFFECTED	TYPE OF DEFECT	. 11.
		Q ALL BACK CASINGS	DRINK/BEVERAGE	}ςν# Υ-1
	T)	ECHNICIAN'S REPORT		19
	SIZE AREA	TYPE	CODE COMPONENTS	
	a RAFINSTA	bali	<u> </u>	
	a RAT set	CISIUS	~ 1 C	
	Q rest of pi	24		
	ADDITIONAL COMMENTS:	July Fresh	sode spillald	lessel
	op each item	. Also he	es old spill +	
	gend so	: liby/body o	ils @ Est he	piero
	[ ] Turn Down [ ] Foll	ow-Up [ Complete	e SERVICE DATE: 7/13/10	
	X	VENDOR CODE	E: 8C6 AMT: \$	
	Incl control	soil H		

Jennifer Customer Service SERVICE REPORT

DATE:

B.C. Chem-Dry

Claim: 249140-00

FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

NY 10462 Bronx

Phone 917 414 5064 914 576 2763 Fax

RE:

TO:

VEENA LAUNGANI

5125 VAN KLEECK ST

Order #/Delivery JLE 036914 6/18/10

APT: 3-F Home Phone 718 478 3067

ELMHURST

NY 11373

Work Phone

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CC TO RPT ARMS SCRATCHED-PLS ISNPECT AND CORRECT IF COVERED

NATURE OF COMPLAINT: Warranty

AREA AFFECTED ITEM 0637 29 ARM-LAF IN/OUT VENNJ B7815-S S 0637 29 LS ARM-LAF IN/OUT VENNJ B7865-LS VENNJ B7865-LS 0637 29 CASING-RAF BACK LS

TYPE OF DEFECT FINISH DEFECTIVE SCRATCHED/NICKED SEAM(S) DEFECTIVE

SIZE	AREA	TYPE	CODE	COMPONENTS	_
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LS	inside back		2 M	irstdeba	ck
LS	RAF set	dedi	2m	Seit dec	K
2	CAF a	_	Zm	LAfan	
					_
	$\sim$ (		C AL	en repu	· /
ADDITI	CONAL COMMENTS:	crape on CS	C45-	77,30	- Noll
(2)	Replaces jos	il bak - +	C. Wooh	chipped + (	poly fill
	vas sewa	~ / / .	htim -	D/leplan	US
[ ] T	Curn Down [ 1 Follo	ow-Up [ ] Complet	e SERVICE DA	ATE: 7/13/10	<u> </u>
х		VENDOR COD	E: 8C6 #	AMT: \$	
RA	I set ( set	derk) ed	se of c	2 Li Hir	/ij the
-	A sect ( sect starting to	peel. 3 P	glace S	CAT was	
	is crooked &	-budded on	bottom	a of an	
				<b>v</b>	

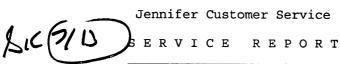
vol1/jfa	axout/f8	c6psr0	Sun Jun 27	18:10:13 2010	8			
		7/1	Jenni	fer Customer Ser	rvice		Q_	
	( Ble	7/15)	SER	VICE REP	ORT			
_ `				ine till 12				
	DATE:	06/27/10	<b>`</b>	FDC	W. Tonnifo	Claim: 2493		
	TO:	B.C. Chem-Dr B.C. Carpet		FRC C.	M: Jennile.	r warehouse (	ciaim cur.	
<u> </u>	1D	1921 Bogart Bronx		10462				
6	,	Phone 917 41	4 5064	10402		(0.1	12.00	170
		Fax 914 57	6 2763			cel (341	1226-01	14-
	RE:	BEN BALAZON				ry JLE 03721		
	-	8607 56TH AV ELMHURST		APT: P/H 11373		e 347 636 43° e 347 636 43°		
( 39	TNETTOIL	TIONE Diese	o gabodulo	the above custom	or for gary	ice and fav l	hack the	
بر 9	INDIRUC	writt	en report o	r any concerns t	o 206-309-0	432		
1100				Claim Center. F r report. MAKE N				
	COMPATI		_	OFA RIPPED. SPOK				
	COMMENT		ND CORRECT			38664		
	NATURE	OF COMPLAINT:	Warranty	-	JW# >	30664	1104	
		01 00111 111111111			mynn	OR DEFECT		
	ITEM ASHLE 4	130136-F	$\frac{\text{SIZE}}{\text{F}}$	AREA AFFECTED ARM-LAF IN/OUT		OF DEFECT (WARRANTY)	<del></del>	+
			TECHN	ICIAN'S REPORT			I USP	all.
								•
	SIZE	AREA		TYPE	CODE	COMPONE	NTS	
	F	RAF	シャ		24	RAF	er-	
					-			
			$\sim$ $\parallel$	0	at 1	/		00-1-11
	ADDITIO	NAL COMMENTS:	(1) H	se is N	exi 7	s secin	_ \ U.N.	79.50.000
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		U						
				- r 7		7,	13,10	
	[ ] Tu	ırn Down [	⊮Follow-U	fp [ ] Comple	ete SERVICE	DATE: —/	7 0	
	х			VENDOR CO	DDE: 8C6	AMT: \$	50	

	Je
(PK 7/17)	SE

ennifer Customer Service

(h.				
DATE: TO:	07/06/10 B.C. Chem-Dry B.C. Carpet Cle 1921 Bogart Ave		FROM: Jenni	Claim: 251133-00 fer Warehouse Claim Ctr
1/6	Bronx Phone 917 414 5 Fax 914 576 2	NY 10462	r floor	
RE:	SANDRA MAHER 9154 86TH ST WOODHAVEN	NY 11421		very CP 084511 4/05/00 one 718 296 7426 one
NSTRUC	written Attn: J	report or any con-	cerns to 206-309 ter. Please remo	ember to include serial
COMMENT	IS: CC TO RPT DE FABRIC MDSE	RINK STAIN-PLS INS	PECT AND REMOVE	IF COVERED
NATURE	OF COMPLAINT: U	Jpholstery Shield		71
ITEM	OF COMPLAINT: U	SIZE AREA AF		PE OF DEFECT INK/BEVERAGE
ITEM		SIZE AREA AF	CTR. SEAT DR	PE OF DEFECT
ITEM		SIZE AREA AF CASING- TECHNICIAN'S R TYPE	CTR. SEAT DR.	PE OF DEFECT INK/BEVERAGE
ITEM KLAUS 2	2702R-CHS PLUS S	SIZE AREA AF CASING- TECHNICIAN'S R	CTR. SEAT DR.	PE OF DEFECT INK/BEVERAGE
ITEM KLAUS 2	2702R-CHS PLUS S	SIZE AREA AF CASING- TECHNICIAN'S R TYPE	CTR. SEAT DR.	PE OF DEFECT INK/BEVERAGE
ITEM KLAUS 2	2702R-CHS PLUS S	SIZE AREA AF CASING- TECHNICIAN'S R TYPE	CTR. SEAT DR.	PE OF DEFECT INK/BEVERAGE
SIZE	2702R-CHS PLUS S	SIZE AREA AF CASING- TECHNICIAN'S R TYPE	CTR. SEAT DR.	PE OF DEFECT INK/BEVERAGE
SIZE	AREA  2 Sect	SIZE AREA AF CASING- TECHNICIAN'S R TYPE	CTR. SEAT DR.	PE OF DEFECT INK/BEVERAGE
SIZE  ADDITIO	AREA  2 Sect  ONAL COMMENTS:  Chrise  Tresh w	SIZE AREA AF CASING- TECHNICIAN'S R TYPE	CTR. SEAT DR.	COMPONENTS  Components  Components  Also fully

TO:





Claim: 250245-00

	RE
76	IN

DATE: 06/30/10

B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064

Fax 914 576 2763

CARLOS RAMIA Ξ:

Order #/Delivery JLE 023065 3/04/04

15138 82ND ST

APT: 2ND. Home Phone 718 323 2964

HOWARD BEACH

NY 11414

Week Phone 347 674- 17601

FROM: Jennifer Warehouse Claim Ctr.

NSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C/C BECAUSE THERE IS A RIP ON THE LS SEAT CASING AND THE

CHAIR HAS A RIP ON THE RAF ARM. PLEASE GIVE A DETAIL REPORT

, PLEASE FIXS IF COVERED

NATURE OF COMPLAINT: Upholstery Shield

ITEM			SIZE	AREA AFFECTED	TYPE O	F DEFECT
SHEA	ST145C-C	3123 BK	C	ARM-RAF IN/OUT	HOLE (	UPH.SHIELD)
SHEA	ST145C-LS	3123 BK	LS	CASING-CTR. SEAT	HOLE (	UPH.SHIELD)
SHEA	ST145C-LS	3123 BK	LS	CASING-LAF SEAT	HOLE (	UPH.SHIELD)

SIZE	AREA	TYPE	CODE	COMPONENTS
45	etire pre	e	21	
Ć	CAfant		215	
ک	ent he piece		2N	
	y			
ADDITI	ONAL COMMENTS:	doore wer	+ tea	er - broken
50	My + C	ading - Lo	veset	. (2) CCAF,
	of is a	eden -95	of is	fire. I will
[ ] T	urn Down [ ] Follo	ow-Up Complete	SERVICE DA	ATE: 7/13/10
x		VENDOR CODE	: 8Ç6 <i>1</i>	AMT: \$ 7
	send phot	is to J.I	silone	

LA/13)		Jennifer Custor	mer Service	$\sim$
	2)	SERVICE	REPORT	<i>(</i> 2)
TO: B.C B.C	23/10 . Chem-Dry . Carpet Clean 1 Bogart Ave.	ning Inc.		im: 248375-00 rehouse Claim Ctr.
Bros	nx ne 917 414 506			
961	ER/KERY WRIGHT 6 159TH AVE ARD BEACH	NY 11414	Order #/Delivery HE Home Phone 718 Work Phone 718	848 2782
			cerns to 206-309-0432	
· /	numbers wi CC W TEAR IN B OMPLAINT: Uph	th your report.  B/CAS PLZ INSPECT  Colstery Shield  SIZE AREA AFF		PAX NUMBER.
NATURE OF CO	numbers wi CC W TEAR IN B OMPLAINT: Uph	th your report.  B/CAS PLZ INSPECT  Colstery Shield  SIZE AREA AFF	MAKE NOTE OF THE NEW F  T AND CORRECT  FECTED TYPE OF D  K CASINGS HOLE (UPH	PEFECT
NATURE OF CO	numbers wi CC W TEAR IN B OMPLAINT: Uph	th your report.  B/CAS PLZ INSPECT  Colstery Shield  SIZE AREA AFF  S ALL BACK	MAKE NOTE OF THE NEW F  T AND CORRECT  FECTED TYPE OF D  C CASINGS HOLE (UPH	PAX NUMBER.
NATURE OF CO ITEM VENNJ B8115	numbers wi CC W TEAR IN B OMPLAINT: Uph -S 0622 29	th your report.  B/CAS PLZ INSPECT  COLSTON  B/CAS PLZ INSPECT  COLSTON  B/CAS PLZ INSPECT  AREA AFF  ALL BACK  TECHNICIAN'S RE	MAKE NOTE OF THE NEW F  T AND CORRECT  FECTED TYPE OF D  C CASINGS HOLE (UPH	DEFECT (LSHIELD)

ADDITIONAL COMMENTS: (1) France is broken + his cused
Sofe to SINK + Shift @ INside back feloric
is torn due to west feir. 15) West ter
[] Turn Down [] Follow-Up [ Memplete SERVICE DATE: 7/0/60
XVENDOR CODE: 8C6 AMT: \$ 30
medes fell set cuips. I will sent
putis La T. Dilore.

. /	1113	Jennifer Custo	omer Service	دلاح	
1	L 7/12	SERVICE	REPORT		
DATE: TO:		t Cleaning Inc.	FROM: Jennifer	Claim: 250474-00 Warehouse Claim C	tr.
クハ	1921 Bogart Bronx Phone 917 4 Fax 914 5	NY 10462			
RE:	VICTOR LAPI 171 OCEAN A BREEZY POIN	AVE	Home Phone	ry TSC 162190 5/09 212 254 9445 2718 474 5236	/03
NSTRU	writ Att	ase schedule the above tten report or any con tn: Jennifer Claim Cen bers with your report	ncerns to 206-309-04 nter. Please rememb	.32 er to include seri	
COMMEN	TS: CC TO RE	PT FOOD STAINS-PLS IN	•	COVERED	
NATURE	OF COMPLAINT	T: Upholstery Shield	febric		
	PP4301LP-F CI PP4301R-S CI	LAS LO F ALL SE	FFECTED TYPE AT CASINGS FOOD AT CASINGS FOOD	OF DEFECT	$\wedge$
		TECHNICIAN'S	REPORT		٠ ـ ـ
SIZE S	AREA (1)  ~est	Seit CCs/h	code x 2 L	COMPONENTS	
Æ	ets	I proce			
					-
	ONAL COMMENTS		A fresh	food St	=W
ADDITI	0000			1	A
ADDITI	hes c	Id Striks	Complete SERVICE	DATE 7/13/	$\bigcap^{r}$
	furn Down	_	Complete SERVICE	7	0'
ADDITI	W-4-10-	_	ENDOR CODE: 8C6	DATE: 7/13/1 AMT: \$ 75	
	Kils.	ete (2)	endor code: 806  Custoner  Custoner	AMT: \$ 75 world al	
	Kils. Set c	ete (2)	ENDOR CODE: 8C6  Costoner  Costoner  Andris	AMT: \$ 75 world al	

#### SERVICE REPORT

DATE
TO.

07/06/10

B.C. Chem-Dry

Claim: 251289-00 FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064 Fax 914 576 2763

RE:

DESTIN SAVAGE

Order #/Delivery JLE 028766 11/14/06

121 AVE 161-14 JAMAICA

APT: 2 NY 11434

Home Phone 718 723 8102 Work Phone 917 407 6714

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C/C BECAUSE THE CHAIR HAS SOME SCATCHES ON THE BACK INSIDE

AND THE SEAT CASING AND ALSO THE ARM . PLEASE CORRECT AND

GIVE A DETAIL REPORT

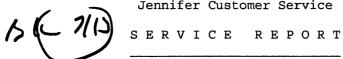
NATURE OF COMPLAINT: Upholstery Shield

ITEM		SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2701-C	0680 29	C	BACK-INSIDE	SCRATCHED/NICKED
VENNJ M2701-C	0680 29	С	CASING-CTR. SEAT	SCRATCHED/NICKED
VENNJ M2701-C	0680 29	C	ARM-LAF IN/OUT	SCRATCHED/NICKED
VENNJ M2701-C	0680 29	С	ARM-RAF IN/OUT	SCRATCHED/NICKED

TECHNICIAN'S REPORT

Dispt.

SIZE	AREA	TYPE	CODE	COMPONENT	rs
(	Mr sent c	دع.سر	21		
-	CTR Nile	Lack Cusy	21		· · · · · · · · · · · · · · · · · · ·
		<u> </u>			
ADDITI	ONAL COMMENTS:	stor alx	show	el ne	Mesul
1	ell + set	- both -	1. C	sely //	reel by
	Iwill ser	1 a phito	Jo 7	T. D. Lon	ر ا
[ ] T	urn Down [ ] Foll	Low-Up [ ] Complet	e SERVICE	DATE:	13/0
x		VENDOR COI	DE: 8C6	AMT: \$	<u>ソ</u>



DATE: TO:	07/01/10 B.C. Chem-Dry B.C. Carpet Cleani	ng Inc.	FROM: Jen		250376-00 use Claim Ctr.
7/1	1921 Bogart Ave. Bronx Phone 917 414 5064 Fax 914 576 2763	NY 10462	- H		
RE:	LYDIA BELL 118-34 199TH ST SAINT ALBANS	NY 11412	Home	livery JAA 0: Phone 718 52 Phone 917 53	8 0739
/instruc	written rep Attn: Jenn	dule the above cort or any conce ifer Claim Cente h your report. M	rns to 206-3 r. Please r	09-0432 emember to i	nclude serial
COMMENT	CS: CC STATES HAS A PLS CALL CELL#  OF COMPLAINT: Upho	CUT ON BCS, WIL	L SEND SVC T	ECH SN	478395E
ITEM	-	SIZE AREA AFFE	CTED	TYPE OF DEFE	СТ
UNITE 7	559-S NOBL CA	S CASING-CT		HOLE (UPH.SH	
		TECHNICIAN'S REP	ORT		1
SIZE _	AREA	TYPE	COD		PONENTS
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	<u> </u>				,
			<del></del>		
ΔΠΩΤΤΙΟ	ONAL COMMENTS:	ustane	lecue	d on	RH
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	Nrepair de	V		•	11 /->
[ ] Tu	ırn Down [ j Fol	low-Up [ ] C	omplete SER	VICE DATE: _	113,10
x		<del></del>	OR CODE: 80		
	I will s	eil - N	At	o T. 1	1/12
	1 UIII 3	-u - 100		2)	
		/			

vol1	/i	faxout	/f8c6psr0
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Thu Jul 01 18:14:39 2010

Jennifer Customer Service



DATE:

TO:

07/01/10

B.C. Chem-Dry

Claim: 250448-00 FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

NY 10462

NY 11365

Phone 917 414 5064 914 576 2763

(347) 605-3378

RE:

LUZ DAVILLA

Order #/Delivery JLE 027187 3/25/06

19705B 65TH CRES

APT: 1-A Home Phone 718 264 1612

Work Phone 718 298 7042

FRESH MEADOWS

INSTRUCTIONS:

Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial .

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS:

CC TO RPT SCRATCHES-PLS INSPECT AND CORRECT IF COVERED

LTHR MDSE

NATURE OF COMPLAINT: Upholstery Shield

VENNJ M2715-S

S

SIZE AREA AFFECTED

TYPE OF DEFECT

0680 29

ALL SEAT CASINGS

SCRATCHED/NICKED

~ ~ ~ #

Set de	K TYPE	$\frac{25}{25}$	COMPONENTS
	Sau		
ADDITIONAL COMMENTS:	realisy -	Iw	ill sent
a photo	o T.Bilo	~e_	
[ ] Turn Down [ ] Foll	ow-Up [ Complete	e SERVICE D	PATE: 7/2/0
x	VENDOR COD		AMT: \$

#### SERVICE REPORT

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1	<b>\frac{1}{2}</b>	<b>,</b>	/
	्राप्त		

DATE: 04/22/10 Claim: 235897-00 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064

Fax 914 576 2763 6410 A 186 th Lupl

RE: KENIA MARTE

Order #/Delivery REF 053865 5/16/06

APT: **38** Home Phone 646 431 7896 Work Phone 15 KOSSOUTH PHACE

Work Phone

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: PER EMAIL CUST HAS MINOR STAINS. PLEASE CLEAN IF FRESH FOOD

OR DRINK

DIDN'T SAY WHERE OR WHAT PIECE CUST

MOVED DONT' TOUCH DIRT

NATURE OF COMPLAINT: Upholstery Shield

ITEM SIZE AREA AFFECTED TYPE OF DEFECT CASING-CTR. SEAT KLAUS 4106L-LS DYNA BA LS DRINK/BEVERAGE KLAUS 4108R-CHS DYNA BA CASING-CTR. SEAT FOOD CHS

KLAUS 4100-BC DYNA BA BCDRINK/BEVERAGE CASING-CTR. SEAT

TECHNICIAN'S REPORT

SIZE AREA TYPE CODE COMPONENTS

ADDITIONAL COMMENTS: [ ] Turn Down [ ] Follow-Up Complete SERVICE DATE:

VENDOR CODE: 8C6 AMT:





SERVICE REPORT

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			<u></u>	_	

DATE:

07/01/10

B.C. Chem-Dry

Claim: 250403-00

FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064

Fax 914 576 2763

RE:

TO:

CHRISTOHER MISLA

Order #/Delivery REF 059617 8/07/09

124-05 14TH AVE

COLLEGE POINT

APT: 2NDFL Home Phone 347 732 4001

Work Phone 347 563 5958 CELL

INSTRUCTIONS:

Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS:

CC STATES BABY HAS DROPPED MILK STAINS ON SOFA, WILL SEND

SVC TECH ... CUST MOVED, HDLING DMGS NOT CVRD!

NY 11356

NATURE OF COMPLAINT: Upholstery Shield

ITEM

S

SIZE AREA AFFECTED

TYPE OF DEFECT

VENNJ M6725LAF-S 7970 21 VENNJ M6783RF-CH 7970 21

CH

ALL SEAT CASINGS CASING-CTR. SEAT DRINK/BEVERAGE DRINK/BEVERAGE

SIZE	AREA	TYPE	CODE	COMPONENTS	
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<u>ch_</u>	CTR S	et wes.y	<u> </u>		
<del></del>			····		
				<i>,</i>	
ADDITION	IAL COMMENTS: F	esh wte	mark.	s removed or	ly.
A	lso has	old start.	s. II	isothesest	
	w Johnt	Mentre	shar		
[ ] Tur	n Down [ ] Fol	low-Up [   Comple	te SERVICE D	ATE: 7/13/10	
x		VENDOR CO	DE: 8C6	AMT: \$75	

### JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet
Facsimile: (206) 309-0432
CheM-Dry/BCCaptCle

Service Company: Vendor Code: Date Faxed: Date Received: The following service reports were faxed to the Claim Center on the above faxed date. All reports will be checked when received and a copy of this cover sheet will be faxed back to above Service Company as record of receipt. STORE/ ORDER # CLAIM# **SVC DATE** RECEIVED Johnson 7/14/10 JLY021610 151297 JLY021748 251047 250546 I. Schemen 7/14 SAD006849 GC041453 250478 JGC018019 250744 C-McCasling 7/14 WHO77089 249707 GC020133 251285 4013825 251055 S. Har HNY019577 251168 C-Bayliss 7/14 BAY047073 246493 V. Occsio 7/14 HC083512 251702 C. Mvello7/14

	FOR OFFICE	CE USE ONLY	•••
AUTHORIZED SIGNATUR	KE:		DATE:
TOTAL: \$	TOTAL REPORTS:	INVOICED :	INITIALS:
	•		

VENDOR CODE: 8C6 AMT: \$ 75

Jennifer Customer Service

WI

•	
	SERVICE REPORT
DATE: TO:	07/06/10 Claim: 251297-00 B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr. B.C. Carpet Cleaning Inc.
16	1921 Bogart Ave.  Bronx NY 10462  Phone 917 414 5064  Fax 914 576 2763
RE:	ALLISON JOHNSON Order #/Delivery JLY 021610 2/24/08 213 WEST 3RD STREET APT: 2NDFL Home Phone 914 498 1677 MOUNT VERNON NY 10550 Work Phone 914 439 6451
INSTRUC	CTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENT	TS: CC W FOOD STAINS ON S/CAS OF CHAISE AND SLEEPER ONE STAIN ON EACH INSOPECT AND CORRECT
NATURE	OF COMPLAINT: Upholstery Shield
	SIZE AREA AFFECTED TYPE OF DEFECT  B0132LAF-F 7970 12 F ALL SEAT CASINGS FOOD  B0183RF-CH 7970 12 CH ALL SEAT CASINGS FOOD
,	TECHNICIAN'S REPORT
SIZE F	AREA TYPE CODE COMPONENTS  All set coshy  CTR set coshy  "(C
ADDITIC	ONAL COMMENTS: My Fresh water stairs remains
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xout/it	Sc6psr0 Tue	Jul 06 20:14:13		3	•	
	V. 2112)	Jennifer Custor	mer Service		1	
	BIL 1119/	SERVICE	REPORT			
DATE:	07/06/10			Cla	iim: 251047-0	0
TO:	B.C. Chem-Dry		FROM: Je		cehouse Claim	
	B.C. Carpet Clear 1921 Bogart Ave.					
1.	Bronx Phone 917 414 50	NY 10462		_	- 1-6	1/15
6	Fax 914 576 27			34 يالى	7 209 -	2620
RE:	EVA RONDON					08/09
	2608 HARDING AVE BRONX	AP: NY 10465	•	e Phone 347 c Phone	398 0548	
TNICTOIT	CTIONS: Please sc	hedule the above	customer for	r gervice :	and fax back	the
INSIKU	written r	eport or any cond	erns to 206-	-309-0432		
		nnifer Claim Cent ith your report.				rial
COMMUNICATION TO	rs: C/C HAS A CUT					
COMMENT	rs: C/C HAS A COT	ON THE LAP SEAT	CASING PROM		IN A	
	POKET					
NATURE		holstery Shield				4 D
	POKET OF COMPLAINT: Up	_	ot	lv		νο
ITEM		SIZE AREA AFI	ot		DEFECT	NO.
ITEM	OF COMPLAINT: Up	SIZE AREA AFI	ECTED LAF SEAT	TYPE OF I	DEFECT	IN
ITEM	OF COMPLAINT: Up	SIZE AREA AFI	ECTED LAF SEAT	TYPE OF I	DEFECT	IN
ITEM	OF COMPLAINT: Up	SIZE AREA AFI	EPORT	TYPE OF I	DEFECT	IN
ITEM VENNJ E	OF COMPLAINT: Up	SIZE AREA AFI S CASING-I TECHNICIAN'S RI	EPORT	TYPE OF I	DEFECT H.SHIELD)	M. In.
ITEM VENNJ E	OF COMPLAINT: Up	SIZE AREA AFI S CASING-I TECHNICIAN'S RI TYPE	EPORT	TYPE OF I	COMPONENTS	Tean
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ITEM VENNJ E	OF COMPLAINT: Up	SIZE AREA AFI S CASING-I TECHNICIAN'S RI TYPE	EPORT	TYPE OF I	COMPONENTS	Tean
ITEM VENNJ E	OF COMPLAINT: Up	SIZE AREA AFI S CASING-I TECHNICIAN'S RI TYPE	EPORT	TYPE OF I	COMPONENTS	Tean
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SIZE	OF COMPLAINT: Up	SIZE AREA AFI S CASING-I TECHNICIAN'S RI TYPE	EPORT	TYPE OF I	COMPONENTS	Tean
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VOLL	/ IIAX	OUL/IO	CODSIO

Thu Jul 01 18:14:39 2010

12

Jennifer Customer Service

#### SERVICE REPORT

DATE: TO:

07/01/10

B.C. Chem-Dry

Claim: 250546-00 Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

NY 10462

Phone 917 414 5064 Fax 914 576 2763

RE:

IDALIA SALAMAN

Order #/Delivery SAB 006849 11/19/07

280 LONGSTREET AVENUE APT: 1C

Home Phone 917 826 3559

BRONX

NY 10465

Work Phone 347 621 2113

INSTRUCTIONS: Please schedule the above customer for service and fax back the

FROM:

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C/C SAYS THAT THERE IS A RIP ON THE CTR S/CAS OF THE SOFA

PLEASE INSPECT AND CORRECT AND TAKE PICS

NATURE OF COMPLAINT: Upholstery Shield

ITEM

SIZE AREA AFFECTED

TYPE OF DEFECT

VENNJ Z1715-S 0611 09 CASING-CTR. SEAT HOLE (UPH.SHIELD)

M #

SIZE	ARE	A 🐇	TYPE		CODE	COMPONENTS	3
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[ ] Tu	rn Down	[ ] Follo	ow-Up [ ]	Complete	SERVICE	DATE: 7/1	4,10
Х			VEN	NDOR CODE:	8C6	AMT: \$ 37	>
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jfaxout/f8c6per0	Thu Jul 01 18:14:39 20  Jennifer Custome		/sx
( ) A 1 A		E P O R T	
DATE: 07/01/10 TO: B.C. Chem- B.C. Carpe	Dry et Cleaning Inc.	Claim: FROM: Jennifer Wareho	250478-00 use Claim Ctr.
1921 Bogar Bronx Phone 917	t Ave. NY 10462		ş
RE: OLIVIA SMI 2395 TIEBO BRONX			
wri At	ease schedule the above cases tten report or any concectn: Jennifer Claim Cente bers with your report. M	rns to 206-309-0432 r. Please remember to i	nclude serial
COMMENTS: CC TO R	PT SCRATCHES-PLS INSPECT	AND CORRECT IF COVERED	
NATURE OF COMPLAIN	T: Upholstery Shield		
ITEM STYLE LV1204-W K STYLE LV1203L-C K		R. SEAT SCRATCHED/NI R. SEAT SCRATCHED/NI	CKED
	TECHNICIAN'S REP	ORT	T.J.
SIZE AREA	n set		PONENTS
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ADDITIONAL COMMENT	Mers	Ter- va	C N1
ADDITIONAL COMMENT	.b:		<del></del>
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•	<i>J</i>	

Sun Jul 04 18:13:41 2010

Jennifer Customer Service

BK 1/14

SERVICE REPORT

DATE: 07/04/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064 Fax 914 576 2763

RE:

CHERYL MCCASSLING

Order #/Delivery JGC 018019 5/29/04

FROM: Jennifer Warehouse Claim Ctr.

Claim: 250744-00

611 CROTONA PARK NORTH

Home Phone 347 622 4936 APT: 5G

BRONX

NY 10457

Work Phone

TRUCTIONS:

Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CC HAS A TEAR ON THE RAF AND CENTER S/CASINGS

NATURE OF COMPLAINT: Upholstery Shield

ITEM SHEA ST145C-S SIZE S

S

AREA AFFECTED

TYPE OF DEFECT

SHEA ST145C-S

3123 BK 3123 BK CASING-RAF SEAT CASING-CTR. SEAT

HOLE (UPH.SHIELD) HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

ADDITIONAL COMMENTS:

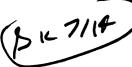
V<sub>[ ] Follow-Up</sub> [ ] Turn Down

Complete SERVICE DATE:

VENDOR CODE: 8C6 AMT: \$

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A O T T	, ,	1000	46/		OPDE O

### Mon Jul 05 11:45:19 2010



ADDITIONAL COMMENTS:

Jennifer Customer Service

RE: ESTELLA LUCAS Order #/Delivery WH 077089 1/09/05 936 REVEREND JAMES POLITE AVE APT: 3B Home Phone 718 589 5641 BRONX NY 10459 Work Phone (347) 561-1570 INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C SAYS THAT THERE IS A SCRATCH ON THE ON THE RF IOA OF THE LOVE SEAT PLEASE INSPECT AND CORRECT  NATURE OF COMPLAINT: Upholstery Shield	DATE: 07/05/10 TO: B.C. Chem-Dry B.C. Carpet Clear 1921 Bogart Ave. Bronx Phone 917 414 506 Fax 914 576 276	ning Inc. NY 10462	Claim: 249707-00 : Jennifer Warehouse Claim Ctr.
Written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C SAYS THAT THERE IS A SCRATCH ON THE ON THE RF IOA OF THE LOVE SEAT PLEASE INSPECT AND CORRECT  NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED TYPE OF DEFECT SCRATCHED/NICKED  TECHNICIAN'S REPORT  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS	RE: ESTELLA LUCAS 936 REVEREND JAME	Orde: ES POLITE AVE APT: 3B	Home Phone 718 589 5641
COMMENTS: C/C SAYS THAT THERE IS A SCRATCH ON THE ON THE RF IOA OF THE LOVE SEAT PLEASE INSPECT AND CORRECT  NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED TYPE OF DEFECT VENNJ M0365-LS 0680 12 LS ARM-RAF IN/OUT SCRATCHED/NICKED  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  L ALL COMPONENTS	written re Attn: Jer	eport or any concerns to nnifer Claim Center. Plo	206-309-0432 ease remember to include serial
VENNJ M0365-LS 0680 12 LS ARM-RAF IN/OUT SCRATCHED/NICKED  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  LA COMPONENTS			
VENNJ M0365-LS 0680 12 LS ARM-RAF IN/OUT SCRATCHED/NICKED  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  LA CAMPONENTS	LOVE SEAT PLEASE INSPECT	r AND CORRECT	HE ON THE RF IOA OF THE
SIZE AREA TYPE CODE COMPONENTS  LA L	LOVE SEAT PLEASE INSPECT NATURE OF COMPLAINT: Up	r AND CORRECT	~~~
W RNG - 21	LOVE SEAT PLEASE INSPECT NATURE OF COMPLAINT: Upl	r AND CORRECT nolstery Shield SIZE AREA AFFECTED	~~~
C) CAP 7 CAT 1, DS, U6 DEAC 2D	LOVE SEAT PLEASE INSPECT NATURE OF COMPLAINT: Upl	r AND CORRECT  nolstery Shield  SIZE AREA AFFECTED  LS ARM-RAF IN/OUT	TYPE OF DEFECT
	LOVE SEAT PLEASE INSPECT  NATURE OF COMPLAINT: Upt  ITEM VENNJ M0365-LS 0680 12  SIZE AREA	r AND CORRECT  nolstery Shield  SIZE AREA AFFECTED  LS ARM-RAF IN/OUT  TECHNICIAN'S REPORT  TYPE	TYPE OF DEFECT SCRATCHED/NICKED
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[ ] Turn Down [ ] Follow-Up [ ] complete SERVICE DATE: 7/14/10 VENDOR CODE: 8C6 AMT: \$\_

	1 114	Jennife	er Customer Serv	vice		5-
/	LIC 7114	SERV	ICE REPO	ORT	•	
(						
DATE:	07/06/10				Claim: 251055	-00
TO:	B.C. Chem-Dry			M: Jennife	r Warehouse Cla	
	B.C. Carpet ( 1921 Bogart A		•			
<b>√</b> .	Bronx		10462			
16	Phone 917 414		In 1 fl.		(914) ESE	_ 83 84
	Fax 914 576	6 2/63	Thr.		(4/4) 630	025
RE:	SANDRA HART				-	8/25/01
	1750-2 SEDGWI BRONX		APT: 2-A L0453		e 718 294 7898 e 914 397 4100	
INSTRU	CTIONS: Please	e schedule th	ne above custom	er for serv	ice and fax bac	k the
			any concerns to			corial
					ber to include NEW FAX NUMBER.	Seriai
		-	_			
COMMEN	TS: C/C HAS A	TEAR IN THE	L/S ON LAF S/C	ASING		
NATURE	OF COMPLAINT:	Upholstery	Shield			
TTEM		SIZE	AREA AFFECTED	TYPE	OF DEFECT	
ITEM FIF	3118-SO2-L CO	3 SIZE	AREA AFFECTED CASING-LAF SEA		OF DEFECT (UPH.SHIELD)	w
	3118-SO2-L CO	3 LS	CASING-LAF SEA			~~ ~~
	3118-SO2-L CO	3 LS				20 20
FIF		3 LS	CASING-LAF SEA			W SV
	AREA	3 LS	CASING-LAF SEA	T HOLE	(UPH.SHIELD)	W SV
FIF		3 LS	CASING-LAF SEA	T HOLE	(UPH.SHIELD)	W SV
FIF		3 LS	CASING-LAF SEA	T HOLE	(UPH.SHIELD)	W 5V
FIF		3 LS	CASING-LAF SEA	T HOLE	(UPH.SHIELD)	W SV
FIF		3 LS	CASING-LAF SEA	T HOLE	(UPH.SHIELD)	W 51
FIF		3 LS	CASING-LAF SEA	T HOLE	(UPH.SHIELD)	W SV
FIF		3 LS	CASING-LAF SEA	T HOLE	(UPH.SHIELD)	W 5 V
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SIZE		3 LS	CASING-LAF SEA	T HOLE	(UPH.SHIELD)	12 No.
SIZE	AREA  RAFI  ONAL COMMENTS:	3 LS	CASING-LAF SEA	T HOLE	(UPH.SHIELD)	
SIZE	AREA RAJ I	3 LS	CASING-LAF SEA	T HOLE	(UPH.SHIELD)	

13

Jennifer Customer Service

SERVICE REPORT



Claim: 251168-00 07/06/10 DATE: FROM: Jennifer Warehouse Claim Ctr. B.C. Chem-Dry TO: B.C. Carpet Cleaning Inc. 1921 Bogart Ave. NY 10462 D. Nie 247 1387 - 33LJ Phone 917 414 5064 Fax 914 576 2763 Order #/Delivery HNY 019577 4/08/09 CATHY BAYLISS RE: APT: 31C Home Phone 718 450 3005 40 RICHMAN PLZ Work Phone NY 10453 BRONX INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER. COMMENTS: CC WITH BEV STAINS ON ALL 3 PICES PLZ TAKE PICS CUST SAYS SON SPILLED SODA NATURE OF COMPLAINT: Upholstery Shield AREA AFFECTED TYPE OF DEFECT ITEM SIZE DRINK/BEVERAGE STRAT F1401-S3-C 7970 90 C ALL SEAT CASINGS LS ALL SEAT CASINGS DRINK/BEVERAGE STRAT F1465-S3-L 7970 90 ALL SEAT CASINGS DRINK/BEVERAGE STRAT F1475-S3-Q 7970 90 0 TECHNICIAN'S REPORT CODE COMPONENTS AREA ADDITIONAL COMMENTS [ ] Follow-Up Complete SERVICE DATE: [ ] Turn Down

reed goverd cleaning

VENDOR CODE: 8C6

AMT: \$

1. 7/14	Jennife	Custome	er Service			,
(6×7/14	SERV	CER	REPORT	,		$\omega$
1921 Boga Bronx	et Cleaning Inc.	0462	FROM: J	Clai ennifer Ware	lm: 246493-0 ehouse Claim	
Fax 914  RE: VANESSA O	576 2763 CASIO SQUARE RD NY 10	0701	Hom	Delivery BAY ne Phone 914 k Phone		08/09
Daska wr nu	ease schedule the itten report or a ttn: Jennifer Clambers with your :	any conce aim Cente report. N	erns to 206 er. Please MAKE NOTE C	remember to	o include se	
Daska wr nu	itten report or a ttn: Jennifer Cla mbers with your: CING STAIN PLZ II PICS	any conce aim Cente report. M	erns to 206 er. Please MAKE NOTE C	remember to	o include se	
COMMENTS: CC W I	itten report or a ttn: Jennifer Cla mbers with your : CING STAIN PLZ II PICS	any conce aim Cente report. M	erns to 206 er. Please MAKE NOTE C	remember to	o include se AX NUMBER.	
COMMENTS: CC W I TAKE	itten report or a ttn: Jennifer Clambers with your congression PLZ In PICS  INT: Upholstery congression SIZE 27970 32 S	any conce aim Cente report. M NSPECT AN	erns to 206 er. Please MAKE NOTE C  ND CORRECT  ECTED  CASINGS	remember to	o include se AX NUMBER.	
COMMENTS: CC W I TAKE  NATURE OF COMPLAI  ITEM  VENNJ A6025LAF-S	citten report or a strn: Jennifer Claumbers with your strain PLZ II PICS  INT: Upholstery STATE	any conce aim Cente report. M NSPECT AN Shield AREA AFFE ALL SEAT	erns to 206 er. Please MAKE NOTE C  ND CORRECT  ECTED  CASINGS  CASINGS	remember to F THE NEW FA	o include se AX NUMBER.	
COMMENTS: CC W I TAKE  NATURE OF COMPLAI  ITEM  VENNJ A6025LAF-S	citten report or a ctn: Jennifer Claumbers with your combers with	any conce aim Cente report. M NSPECT AN Shield AREA AFFE ALL SEAT ALL SEAT IAN'S REE	erns to 206 er. Please MAKE NOTE C  ND CORRECT  ECTED  CASINGS  CASINGS  PORT	TYPE OF DIFOOD	o include se AX NUMBER.	
COMMENTS: CC W I TAKE  NATURE OF COMPLAI  ITEM  VENNJ A6025LAF-S  VENNJ A6083RF-CH	citten report or a strn: Jennifer Cla mbers with your combers with	any concerning Center C	erns to 206 er. Please MAKE NOTE C  ND CORRECT  ECTED  CASINGS CASINGS PORT	TYPE OF DIFOOD	o include se AX NUMBER.	

[ ] Turn Down [ ] Follow-Up [ Complete SERVICE DATE: 2/14/10

VENDOR CODE: 8C6 AMT: \$\_\_\_\_\_\_

ADDITIONAL COMMENTS:

· (	L 7/14)	Jennifer Customer S		£	
(0		SERVICE RE	PORT	l S	
ATE:	07/06/10	_		laim: 251285-00	
·O:	B.C. Chem-Dry B.C. Carpet Clea		FROM: Jennifer W	arehouse Claim Ct	r.
,	1921 Bogart Ave. Bronx	NY 10462		de la cu	عو
6	Phone 917 414 50 Fax 914 576 27	63 : N P/Y ?	right hind si		et s
E:	PATRICIA SEAWELL 1740 GRAND AVE	APT: 10	Order #/Delivery 03 Home Phone 7	JGC 020133 10/05/	05
	BRONX	NY 10453	Work Phone 7		
NSTRU		hedule the above cust			2
	Attn: Je	report or any concerns ennifer Claim Center. rith your report. MAKE	Please remember	to include seria	al
OMMEN	•	THERE ARE SCRATCHES	ON THE CTR S/CAS	OF THE	
	CHAIR PLEASE INSE	PECT AND CORRECT			
ATURE	OF COMPLAINT: Up	oholstery Shield			
TEM		SIZE AREA AFFECTE		DEFECT	Λ
TRAT	K0101-C 0680 24	C CASING-CTR.	SEAT SCRATCH	ED/NICKED	۷
		TECHNICIAN'S REPORT	Г		<b>∽</b> .•
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ADDITI	ONAL COMMENTS:	C., tro.	tid aut	Shun r	
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4	de cher n Jk S			L Coshys L Coshys L - Cose MT: \$ 30	
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T [ ]	Lurn Down []	vendor racky etc. what happy	CODE: 8C6 A	explinions LC	- - O tu

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AUTO-FAX Rev 2.10U

Claim: 251702-00

Jennifer Customer Service

#### SERVICE REPORT

07/08/10 DATE: FROM: Jennifer Warehouse Claim Ctr. B.C. Chem-Dry B.C. Carpet Cleaning Inc. 1921 Bogart Ave. NY 10462 Bronx Phone 917 414 5064 Fax 914 576 2763

CHARLES MARALLO 16 PARK CIR

NY 10603 WHITE PLAINS

Order #/Delivery HC 083512 3/09/08

Home Phone 914 428 5858 Wesk Phone 914 420 4842

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CC TO RPT FOOD STAINS-PLS INSPECT AND REMOVE IF

COVERED-DON'T TOUCH ACCUM

NATURE OF COMPLAINT: Upholstery Shield

SIZE AREA AFFECTED TYPE OF DEFECT ITEM 7850 12 F CASING-RAF SEAT FOOD VENNJ Z4255-F

SIZE F	(L) S	et Cail	TYPE	CODE	COMPONENTS	-
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ADDIT	IONAL COMMENTS	: Oly	Sone	* fresh	whe st	en, 20
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[ ] :	Turn Down	[ ] Follow-Up	[ Complete	SERVICE DAT	TE: 7/4//D	- •
x		· · · · · · · · · · · · · · · · · · ·	VENDOR CODE	: 8C6 A	MT: \$ 75	

## JENNIFER CONVERTIBLES CLAIM CENTER

Ser	vice Report Cov Facsimile: (206	ver Sheet	432	
2 ( (	hem-Dry	•		کی
Service Company: 13 C C  Vendor Code: 26 Date	e Faxed:	/5//3 Dat	e Received:	N C
The following service reports were faxed when received and a copy of this cover				
STORE ORDER # CLAIM #	<u>CUSTOMER</u>	SVC DATE	AMT	RECEIVED
TPOLG995 248757 PRS 049661 217625			70	
JLT011156 24536			- 30	
RFS 034965 248303			75:	
JCN009633 242845	- C. Gonzal	lez 7/15	30	
JCT009299 25000			30	
JP016682 248981			75	
PRS046947 247935 AC098769 245933		<del></del>	30	
HC085017 221507	/		75	
JP017210 246054			30	
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AUTHORIZED SIGNATURE:			DATE:	
TOTAL: \$ TOTAL REPO	URIS: INV	OICED :	INFTIALS:	

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				ennifer Cust	omer Servi	ce		
	•	Ex 7/	S. I	ERVICE	REPO	R T		NTA
	DATE: TO:	06/24/10 B.C. Chem-B.C. Carpe 1921 Bogar Bronx	t Cleaning	g Inc. NY 10462	FROM:	Jennifer	Claim: 248757 Warehouse Cla	
	RE:	Phone 917 Fax 914 SAMEEE KHA	576 2763				ry JP 026995	2/22/09
		600 HARTFO	RD DR	NJ 07110		Home Phone Work Phone	e 646 287 0085 e	
(8)	INSTRUC	wri At	tten reportn:	rt or any co fer Claim Ce	ncerns to enter. Ple	206-309-04 ase rememb	ce and fax bac 32 per to include NEW FAX NUMBER.	
	COMMENT	ON RF A	RMREST, W	IS A RIP ON ILL SEND SVC stery Shield	TECH	E IB & THE	RE IS A RIP	niceto
	ITEM			_	AFFECTED		OF DEFECT (UPH.SHIELD)	THE WAY
_	VENNJ E	32751-S 0		S ARM-RA	AF IN/OUT REPORT	HOLE	(UPH.SHIELD)	JW#
	SIZE -	AREA 5. J	le [	TYF	PE	CODE	COMPONENTS	
	$\frac{2}{\varsigma}$	CTR	Set A co	~ ~ ~		2m		
					5-W-100			
	ADDITIO	ONAL COMMENT	rs:	All an	ee's (	ne d	defect ive	-credling
	[ ] To	ırn Down	[ ] Foll	_	] Complete		DATE: 7/13	5/10

/voll/jfaxout/f8c6psr0 Wed Feb 03 18:42:53 2010 5	
Jennifer Customer Service  SERVICE REPORT	
DATE: 02/03/10 TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc.  1921 Bogart Ave.  Bronx Phone 917 414 5064 Fax 914 576 2763  Claim: 217625-00 FROM: Jennifer Warehouse Claim Ctr.  U.S. fur plus C.S. fur	
RE: CISSY LEON  720 7TH ST  LYNDHURST  NJ 07071  NJ 07071  Work Phone 201 680 9972  With Phone 2	
numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: CC TO RPT FOOD STAIN-PLS INSPECT AND REMOVE IF COVERED BICAST MDSE  NATURE OF COMPLAINT: Upholstery Shield	
ITEM SIZE AREA AFFECTED TYPE OF DEFECT FOOD  TECHNICIAN'S REPORT  8-11	ე <del>-</del> #
SIZE AREA TYPE CODE COMPONENTS  Ch All sent crossing 16  Soch All back crossings 2D	
ADDITIONAL COMMENTS: Fresh when stairs pennel on all  Sect cosities. Ney also hard old stairs  Tyend Soiling (D) All inside bods hard  [] Turn Down [] Follow-Up [ of Complete SERVICE DATE: 7/15/10  X	
gland soiling.	

/vol1	/jfaxout	/f8c6psr0
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Tue Jun 08 21:56:42 2010

Jennifer Customer Service

Claim: 245367-00

\* (973) 868-662/



SERVICE REPORT

(LK	1/15)

	( /- /L	1113
\		

DATE: 06/08/10

B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064 914 576 2763

RE:

TO:

MANUEL CONCEPCION

53-55 GRAFTON AVE NEWARK

NJ 07104

Also (862) 754-1367 Order #/Delivery JLT 011156 6/03/07

FROM: Jennifer Warehouse Claim Ctr.

APT: 3 FLR Home Phone 973 483 8349 Work Phone 973 699 4205

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CC TO RPT HOLE IN ST CAS-PLS INSPECT AND CORRECT IF COVERED

NATURE OF COMPLAINT: Upholstery Shield

**AREA** 

1 NH 530107151854

ITEM ASHLE 4550638-S

SIZE

AREA AFFECTED CASING-LAF SEAT TYPE OF DEFECT

HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

TYPE CODE COMPONENTS

<u>2</u>	RAF set ( set.	lock)	2m		······
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ADDI	rional comments: Huse, la	MG 5 C	ar L	( ) ( )	racked
_0	per - Defective -	ゴエ	will	Send	۵_
	pht to T.Dil	one.			
[ ]	U Turn Down [ ] Follow-Up [	] Complete	SERVICE	DATE: 1/	15,10
x		VENDOR CODE	: 8C6	AMT: \$3	D

/vol1/jf	axout/f8	c6psr0 Wed	Jun 23 11:21:32	2010 18	A F	
	1	11/	Jennifer Custo	mer Service	<i>[</i> V-	, —
	$(D^{\alpha})$	- 1113	SERVICE	REPORT		
	DATE: TO:	06/23/10 B.C. Chem-Dry		FROM: Jenni	Claim: 248303-00 fer Warehouse Claim Ct	r.
		B.C. Carpet Clea 1921 Bogart Ave.				
	6/2>	Bronx	NY 10462			
I	610	Phone 917 414 50 Fax 914 576 27				
	RE:	GINA FONDETTO		Order #/Deli	very RFS 034965 12/21/	/95
		49 CRESTMONT RD		Home Ph	one 973 731 6056	
100		WEST ORANGE	NJ 07052	work Pr	none 973 202 6429	
10	INSTRUC		hedule the above eport or any con		ervice and fax back the	<b>;</b>
(n)		Attn: Je	nnifer Claim Cer	iter. Please rem	nember to include seria	ıl
\ \ \ / /		numbers w	ith your report.	MAKE NOTE OF TH	HE NEW FAX NUMBER.	
	COMMENT	S: CC W URINE ST ON Q S/CAS	'AIN - COVERED IN	95 SERVICD IN I	PAST	
	маттпре	OF COMPLAINT: Up	holstery Shield			
		OF COMPHAINT: OF	<i>,</i> -	IDECED BY	VAR. OR DEFENCE	No #
	ITEM KLAUS 8	000BFI-Q SAIL SE	SIZE AREA AF Q ALL SEA		PE OF DEFECT	7 2
			TECHNICIAN'S F	REPORT		
	•					
	SIZE	AREA	TYPE	CODE	COMPONENTS	<del>_</del>
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	$\mathcal{C}$	1 Hlrow	pillow	7 6	,	
	$\overline{Q}$	rest	Diece			
,		(3)	<del>//-</del>			
						_

ADDITIONAL COMMENTS! As per converts to addressed only
when the vrive usent, complete the prillow

I shy lewel those 2 - stank remail.

[] Turn Down [] Follow-Up [A Complete SERVICE DATE: 7/15/10

X VENDOR CODE: 8C6 AMT: \$ 75

(2) He pest of piece wells several claiming

SERVICE REPORT

DATE: TO:

05/26/10

B.C. Chem-Dry

Claim: 242845-00

Jennifer Warehouse Claim Ctr. FROM:

B.C. Carpet Cleaning Inc. 1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064

Fax

914 576 2763

RE:

CARLOS GONZALEZ

33 NORWOOD ST

HALEDON

NJ 07508

Order #/Delivery JLN 009633 2/04/07

Home Phone 908 605 2774

Work Phone 973 652 4992 CELL

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CC STATES HAS A TEAR ON SCAS OF SOFA, WILL SEND SVC TECH

NATURE OF COMPLAINT: Upholstery Shield

ITEM

VENNJ M2715-S 0680 29

AREA AFFECTED SIZE

ALL SEAT CASINGS

TYPE OF DEFECT

HOLE (UPH.SHIELD)

10	- A
ی	W

SIZE _	RAF set	Jest o	Lak	CODE	COMPONENTS	
The	top			2 BM		
ADDITION	AL COMMENTS:	Det 1	LAF get	they they	her care	K
د <i>ا</i> د	por about	to C	al of	en.	na con	
[ ] Tur	n Down [ ] F	ollow-Up	[ ] Complete	SERVICE DA	_	
x	,		VENDOR CODE	: 8C6 A	MT: \$30	

	(2113)	Jennifer Cust	omer Servic	e		ALM
(D		SERVICE	REPOR	T T		
DATE: TO:	06/29/10 B.C. Chem-Dry B.C. Carpet Cleans 1921 Bogart Ave.	•	FROM:	Jennife	Claim: 2500: r Warehouse C	
614	Bronx Phone 917 414 5064 Fax 914 576 2763					
RE:	DENNIS WALSH 282 WASHINGTON AVI HAWTHORNE	E A NJ 07506	PT: PH H	Iome Phon	ry JLT 009299 e 862 684 4993 e 973 949 4499	3
1						
	written rem Attn: Jenn	th your report	ncerns to 2 nter. Plea	206-309-0 ase remem		e serial
COMMENT	written rep Attn: Jenn numbers wit	port or any co nifer Claim Ce th your report IP ON ARM	ncerns to 2 nter. Plea . MAKE NOTE	206-309-0 ase remem	432 ber to include	e serial R.
COMMENT NATURE ITEM	written rep Attn: Jenn numbers wit TS: PER CE SMALL R	port or any conifer Claim Cech your report  IP ON ARM  Distery Shield  SIZE AREA A  ARM-RA	ncerns to 2 nter. Plea . MAKE NOTE	CO6-309-0 ase remem C OF THE	432 ber to include	e serial R.
COMMENT NATURE ITEM	written rep Attn: Jenn numbers wit TS: PER CE SMALL RI OF COMPLAINT: Upho	port or any conifer Claim Cent ch your report IP ON ARM colstery Shield	ncerns to 2 nter. Plea . MAKE NOTE	CO6-309-0 ase remem C OF THE	432 ber to include NEW FAX NUMBER	e serial R.
COMMENT NATURE ITEM KLAUS I	written rep Attn: Jenn numbers wit TS: PER CE SMALL RI OF COMPLAINT: Upho	port or any conifer Claim Ceth your report  IP ON ARM  Distery Shield  SIZE AREA A S ARM-RA  TECHNICIAN'S	ncerns to 2 nter. Plea . MAKE NOTE	TYPE	432 ber to include NEW FAX NUMBER OF DEFECT (UPH.SHIELD)	e serial R.

[ ] Turn Down [ ] Follow-Up [ Complete SERVICE DATE: 7/15/0

VENDOR CODE: 8C6

AMT: \$\_\_3

ADDITIONAL COMMENTS:

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,	AOTT	, ,,	.axo	uti	LO	COD	Bru

Sun Jun 27 18:10:13 2010

SERVICE



Jennifer Customer Service

DATE:

06/27/10

Claim: 248981-00

TO:

B.C. Chem-Dry

FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc. 1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064 Fax 914 576 2763

RE:

RAMON CORONA

Order #/Delivery JP 026882 12/21/08

371 CENTRAL AVE

HAWTHORNE

Home Phone 973 304 1050 Work Phone 718 300 4517

NJ 07506 •

INSTRUCTIONS:

Please schedule the above customer for service and fax back the

REPORT

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: PER EMAIL NEEDS FURN CLEANED. CLEAN FRSH FOOD OR DRINK ONLY.

ALSO TRY 300 4516 WHICH WAS IN EMAIL

NATURE OF COMPLAINT: Upholstery Shield

ITEM VENNJ Z7301-C VENNJ Z7365-LS

7970 21

SIZE AREA AFFECTED С CASING-CTR. SEAT LS CASING-CTR. SEAT

TYPE OF DEFECT DRINK/BEVERAGE

FOOD FOOD

VENNJ Z7375-Q

7970 21 7970 21

Q CASING-CTR. SEAT

SIZE AREA	TYPE	CODE	COMPONENTS
Q LAFUR		* ((	
Q rest & pres		23	
() etil pieg		28	
c et he prey		20	
			ortsice,
ADDITIONAL COMMENTS:	aly acaf	- un ha	1 fresh
food grease	thennel,	7000	2 cAfor
outside has	blue moky	D All	3 picces
[ ] Turn Down [ ] Foll	ow-Up [ Complete	SERVICE DATE	: 7/15/0
X	VENDOR CODE	: 8C6 AMT	: \$ 75
Q, LS+c_	- have light	Shed	soils

	Jennifer Customer Service
	SERVICE REPORT
DATE:	06/22/10 Claim: 247935-00
TO:	B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr.
	B.C. Carpet Cleaning Inc.
1, .	1921 Bogart Ave. Bronx NY 10462
, 126	
	Phone 917 414 5064 Fax 914 576 2763  M:JJL APT.
RE:	DAVID MUGGERIDGE Order #/Delivery PRS 046947 1/15/06
	260 OAK ST APT: C2 Home Phone 201 389 3952
)	RIDGEWOOD NJ 07450 Work Phone
INSTRU	CTIONS: Please schedule the above customer for service and fax back the
1	written report or any concerns to 206-309-0432
/	Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
<b>/</b>	
COMMEN	TS: CC TO RPT SCRATCHES ON ALL ST CASINGS - PLS INSPECT ADN CORRECT IF COVERED
	LTHR MDSE
אז א חידום בי	OF COMPLAINT: Upholstery Shield
MIOKE	of command. Ophorstery shretu
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	SIZE AREA AFFECTED TYPE OF DEFECT
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ITEM VENNJ	M2775-Q 0680 29 Q ALL SEAT CASINGS SCRATCHED/NICKED
	M2775-Q 0680 29 Q ALL SEAT CASINGS SCRATCHED/NICKED
	M2775-Q 0680 29 Q ALL SEAT CASINGS SCRATCHED/NICKED  TECHNICIAN'S REPORT
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SIZE	M2775-Q 0680 29 Q ALL SEAT CASINGS SCRATCHED/NICKED  TECHNICIAN'S REPORT  AREA TYPE CODE COMPONENTS  CAF ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
SIZE	M2775-Q 0680 29 Q ALL SEAT CASINGS SCRATCHED/NICKED  TECHNICIAN'S REPORT  AREA TYPE CODE COMPONENTS  CA f arm  All coss are feetily — Title

\_\_\_\_\_\_ VENDOR CODE: 8C6 AMT: \$\_\_\_\_\_\_ \_\_\_\_

JEANOUL/18065psr0  Sun Jun 13 19:08:25 2010  Jennifer Customer Service  SERVICE REPORT  DATE: 06/13/10  TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc. B.C. Carpet Cleaning Inc. Bronx Bronx NY 10462 Phone 917 414 5064 Pax 914 576 2763  RE: ROBYN ROSSN 47 BELARCLIFF RD NJ 07670  INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Aktn. Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING  NATURE OF COMPLAINT: Upholstery Shield  ITEM VENNJ UG895-RC 7970 12 RC CASING-OTE. SEAT TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  SIZE AREA TYPE CODE COMPONENTS  ADDITIONAL COMMENTS:  ADDITIONAL COMMENTS:  ADDITIONAL COMMENTS:  ADDITIONAL COMMENTS:  ADDITIONAL COMMENTS:  VENDOR CODE: BC6 AMT: \$ 75  VENDOR CODE: BC6 AMT: \$ 75  VENDOR CODE: BC6 AMT: \$ 75  WILL SAID SANDS STAINS STA						
Jennifer Customer Service  SERVICE REPORT  DATE: 06/13/10 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr. B.C. Carpet Cleaning Inc. 1921 Bogart Ave. NY 10462 Phone 917 414 5064 Fax 914 576 2763  RE: ROBYN ROSEN Order #/Delivery AC 098769 1/03/07 47 BRIARCLIFF RD Home Phone 201 266 8024 Work Phone INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A POOD STAIN ON THE SEAT CASING NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED TYPE OF DEPECT  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  ADDITIONAL COMMENTS:  ADDITIONAL CO	./jfaxout/f8d	:6psr0 Sur	1 Jun 13 19:08:25	2010 5		
DATE: 06/13/10 TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc. 1921 Bogart Ave. NY 10462 Phone 917 414 5064 Fax 914 576 2763  RE: ROBYN ROSEN TENARILY NJ 07670 Order #/Delivery AC 098769 1/03/07 Work Phone INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING NATURE OF COMPLAINT: Upholstery Shield  ITEM VENNJ U6895-RC 7970 12 RC CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  ADDITIONAL COMMENTS:  ADDITIONAL COMMENTS ADDITIONAL COMMENTS ADDITIONAL COMMENTS ADDITIONAL COMMENTS ADDITIONAL COMMENTS A		1112	Jennifer Custom	ner Service	,	JIA
TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc.  1921 Bogart Ave.  Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763  RE: ROBYN ROSEN TENAPLY NJ 07670  INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING NATURE OF COMPLAINT: Upholstery Shield  ITEM VENNJ U6895-RC 7970 12 RC CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT  ADDITIONAL COMMENTS:  COMPONENTS  ADDITIONAL COMMENTS:	· (b	とがり	SERVICE	REPORT	l	
TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc.  1921 Bogart Ave.  Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763  RE: ROBYN ROSEN TENAPLY NJ 07670  INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING NATURE OF COMPLAINT: Upholstery Shield  ITEM VENNJ U6895-RC 7970 12 RC CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT  ADDITIONAL COMMENTS:  COMPONENTS  ADDITIONAL COMMENTS:	(1)			***************************************		
B.C. Carpet Cleaning Inc.  1921 Bogart Ave.  NY 10462 Phone 917 414 5064 Fax 914 576 2763  RE: ROBYN ROSEN 47 BRIARCLIFF RD TENAFLY NJ 07670  NOTE #/Delivery AC 098769 1/03/07 Home Phone 201 266 8024 Work Phone  INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING  NATURE OF COMPLAINT: Upholstery Shield  ITEM VENNJ U6895-RC 7970 12 RC CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  ADDITIONAL COMMENTS:  CAS AREA TYPE CODE COMPONENTS  ADDITIONAL COMMENTS:  ADDITIONAL COME				. FROM . Towns f	•	
RE: ROBYN ROSEN Phone 917 414 5064 Fax 914 576 2763  RE: ROBYN ROSEN A7 BRIARCLIFF RD TENAFLY NJ 07670  NOT Phone 201 266 8024  Work Phone INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING  NATURE OF COMPLAINT: Upholstery Shield  ITEM VENNJ U6895-RC 7970 12  RC CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  COMPONENTS:  ADDITIONAL COMMENTS:  ADDITIONAL COMMENTS ADDITIONAL COMMENTS ADDITIONAL COMMENTS ADDITIONAL COMMENTS ADD	10:	B.C. Carpet Cle		FROM: Jeilli	er warehouse cra	IIII CCI.
RE: ROBYN ROSEN Order #/Delivery AC 098769 1/03/07 47 BRIARCLIFF RD Home Phone 201 266 8024  INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING  NATURE OF COMPLAINT: Upholstery Shield  ITEM VENNJ U6895-RC 7970 12 SIZE AREA AFFECTED TOOD  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  CYP Set Casing-CTR. SEAT FOOD  ADDITIONAL COMMENTS: CASING TYPE CODE COMPONENTS  ADDITIONAL COMPONENTS: CASING TYPE CODE COMPONENTS  ADDITIONAL COMPONENTS  ADDITI	6/13	<del>-</del>				
RE: ROBYN ROSEN  47 BRIARCLIFF RD  NJ 07670  Work Phone  INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING  NATURE OF COMPLAINT: Upholstery Shield  ITEM  VENNJ U6895-RC 7970 12 RC CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT  ADDITIONAL COMMENTS:  ADDITIONAL	0(1/					
A7 BRIARCLIFF RD TENAFLY NJ 07670 Work Phone  INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING  NATURE OF COMPLAINT: Upholstery Shield  ITEM VENNJ U6895-RC 7970 12 RC CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  CYL JET J.	DF.			Order #/Deliv	rery AC 098769	1/03/07
INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING  NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED TYPE OF DEFECT SY VENNJ U6895-RC 7970 12 RC CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  RC CYCLIC AREA TYPE CODE COMPONENTS  ADDITIONAL COMMENTS: SUCH AREA TYPE CODE COMPONENTS  ADDITIONAL COMMENTS: SUCH AREA COLLING ARE	\ \	47 BRIARCLIFF R		Home Pho	ne 201 266 8024	2,03,0,
Attr: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING  NATURE OF COMPLAINT: Upholstery Shield  ITEM VENNJ U6895-RC 7970 12 RC CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  CYL Jest C C. I. T.	)					
Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING  NATURE OF COMPLAINT: Upholstery Shield  LITEM SIZE AREA AFFECTED TYPE OF DEFECT FOOD  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  CYP Set Colly  ADDITIONAL COMMENTS: Colly Area Affected TYPE OF DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Area Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Area Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Area Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Area Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  ADDITIONAL COMMENTS: Colly Affected Type of DEFECT STATE OF THE NEW FAX NUMBER.  AREA TYPE OF DEFECT TYPE OF DEFECT STATE OF THE NEW FAX NUMBER.	INSTRUCT					k the
COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING  NATURE OF COMPLAINT: Upholstery Shield  ITEM		Attn: J	ennifer Claim Cent	er. Please reme	mber to include	serial
NATURE OF COMPLAINT: Upholstery Shield  ITEM					NEW PAX NORDER.	revi
ADDITIONAL COMMENTS:  Was Assard Type  ADDITIONAL COMMENTS:  Was Assard Marks on Seat Tennel My. Also  Filf and accuration with the file  [] Turn Down [] Follow-Up [ & Complete Service Date: 7 / 15 / 10]  X VENDOR CODE: 8C6 AMT: \$ 75	COMMENTS	: C/C HAS A FO	OD STAIN ON THE SI	EAT CASING		N zv.
VENNJ U6895-RC 7970 12 RC CASING-CTR. SEAT FOOD  TECHNICIAN'S REPORT  SIZE AREA TYPE CODE COMPONENTS  RC CYR Let C III  ADDITIONAL COMMENTS:  ADDITION	NATURE (	F COMPLAINT: U	pholstery Shield			6
ADDITIONAL COMMENTS:						ر م
ADDITIONAL COMMENTS:	VENNJ U	895-RC 7970 I			טט	31
ADDITIONAL COMMENTS: Overfesy any. A few fresh war saarks on sent remail and, Alas full follow-up [ a Complete SERVICE DATE: 7/15/10  X VENDOR CODE: 8C6 AMT: \$ 75	,		TECHNICIAN'S RE	EPORT		
ADDITIONAL COMMENTS: Our fesy any. A few fresh war transform on sent remail and, Alas full follow-up [ a Complete SERVICE DATE: 7/15/10  X VENDOR CODE: 8C6 AMT: \$ 75	SIZE	AREA	TYPE	CODE	COMPONENTS	
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The fold according to the RC  [] Turn Down [] Follow-Up [A Complete SERVICE DATE: 7/15/10  X	RC	rout 1	100			·······
The fold according to the RC  [] Turn Down [] Follow-Up [A Complete SERVICE DATE: 7/15/10  X		123	1'			
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Les the sawks on set levered aty. Also fill of old accuration @ 5rt ve ki  [] Turn Down [] Follow-Up [a Complete SERVICE DATE: 7/15/10  X						<del></del>
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[ ] Turn Down [ ] Follow-Up [ Complete SERVICE DATE: 7/15/10  X VENDOR CODE: 8C6 AMT: \$ 75	ADDITIO	AL COMMENTS:	1	+ /		
[ ] Turn Down [ ] Follow-Up [ Complete SERVICE DATE: 7/15/10  X VENDOR CODE: 8C6 AMT: \$ 75		to show the	I on se	1A.		MI SO
vendor code: 8C6 AMT: \$ 75	<del></del>	ill of or	d accur	JAIN	رم في ري	W /C
	[ ] Tu:	n Down [ ]	Follow-Up [	Complete SERVIO	CE DATE://_	5,20
will send a photo to T.D./m.	x		VEI	NDOR CODE: 8C6	AMT: \$	5
vill seard a photo to T.D./me.	L	nes old	rtanks of	- und:	so:/,br.	<u>+</u>
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Sun Feb 21 18:04:38 2010

Jennifer Customer Service

SERVICE REPORT

02/21/10

DATE:

B.C. Chem-Dry

Claim: 221507-00 FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

NY 10462

Bronx Phone 917 414 5064

Fax 914 576 2763

HH (201) 408-5214

RE:

TO:

KAREN LOPATA

240 E PALISADE AVE

Order #/Delivery HC 085017 9/04/08

APT: C-18 Home Phone 646 752 0565

**ENGLEWOOD** 

Work Phone 617 480 0852 NJ 07631

NSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C.C WITH FOOD STAIN ON S/CAS PLZ INPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

VENNJ G8113RAF-S 7970 21

S

SIZE AREA AFFECTED CASING-CTR. SEAT TYPE OF DEFECT

FOOD

SIZE	ARI	set c	- TYI	PE	CODE	COMPON	ENTS	
ADDITI	ONAL COMME	NTS: Free	ih De	v sta	, b (	wder)	renn	el .
[ ] I	urn Down	[ ] Follo	w-Up [	Complete	e SERVICI	<u> </u>	, 15,10 7 <b>5</b>	



#### SERVICE REPORT

•	6	K11	15	

DATE: 06/13/10 Claim: 246054-00

TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx NY 10462

Phone 917 414 5064

Fax 914 576 2763

RE:

RAYMOND KIM 1100 RIBER RD -River Rd?

Order #/Delivery JP 027220 2/26/09

APT: 102 Home Phone 201 741 7702

EDGE WATER

NJ 07020

Work Phone

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS:

CUSTOMER MOVED CHANGE OF ADDRESS AND CUSTOMER IS CALL

STATING THAT THERE IS A BURN RF S/CAS AND THE TWO ARMS

BICAST & MICROFIBER COMBO MDSE

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M9815-S 6098 2	21 S	CASING-RAF SEAT	BURN .
VENNJ M9815-S 6098 2	21 S	ARM-RAF IN/OUT	BURN
VENNJ M9815-S 6098 2	21 S	ARM-LAF IN/OUT	BURN

SIZE AREA (2) CG (1)B ( ses  S CAF Jet Casing	TYPE CODE  21  21	COMPONENTS
additional comments: O Cond	le w.x relt	el 2 B/P Cases
# 1 sent costy D	Costore di	1 not show
[ ] Turn Down [ ] Follow-Up	[ Complete SERVICE	E DATE: 7/5/10
* to T. Nilme.	VENDOR CODE: 8C6	AMT: \$

# JENNIFER CONVERTIBLES CLAIM CENTER

	Servi	ce Report Cov acsimile: (206)	er Sheet 309-0	0432	
Service Company:	BCCh C6	em-Dry	10/15	te Received:	80)
The following service when received and a	reports were faxed to	the Claim Center on t	he above faxed date	. All reports will	be checked of receipt.
STORE/ ORDER #	CLAIM#	CUSTOMER	SVC DATE	AMT	RECEIVED
JLB027045	25706]	S. Rosenba	m 7/16/10	<u>0.30</u>	
4NY014508	251239	S. Willia	1 7/16	30	
HNY013647	251052	A. Freit	s' 7/16	75	
R5029811	252107	J. Leven	er 27/16	75	
W5087210		J.Frenk	7/16	30	
8685505M	251764	J. Neiner	57116	75	
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AUTHORIZED SIGNA		OR OFFICE USE ONL	Υ	DATE:	·· 
TOTAL: \$	TOTAL REPOR	TS: INV	OICED :	NITIALS: (	

1/jfaxout/f8c6psr0 To	Jennifer Customer Ser		MUJ
DATE: 07/06/10 TO: B.C. Chem-Dry B.C. Carpet Cl 1921 Bogart Av		Claim: 2 M: Jennifer Warehous	
Phone 917 414 Fax 914 576	NY 10462 5064	H-16.46)	246-5193
RE: SPENCER ROSENE 478 W 158TH ST NEW YORK		er #/Delivery JLB 027 Home Phone 212 229 Work Phone	045 7/01/06
written Attn:	schedule the above custom report or any concerns t Jennifer Claim Center. P with your report. MAKE N	o 206-309-0432 Please remember to inc	lude serial
AND A SCRAT	CUST MOVED UPDATED AD		
NATURE OF COMPLAINT:  ITEM  VENNJ M2775-Q 0680  VENNJ M2775-Q 0680	29 Q CASING-CTR. SE		
SIZE AREA 2 Set	TYPE CUJY	CODE COMPO	NENTS

[ ] Turn Down [ ] Follow-Up [ Complete SERVICE DATE: 7/16/10

VENDOR CODE: 8C6

AMT: \$ 30

exout/f8	· .	Jennifer Customer	Service	Mu	J
· A	SL 7/12	SERVICE RE	PORT	<i>γ</i> αω	
(1	The state of the s			Claim: 251239-(	00
DATE: TO:	07/06/10 B.C. Chem-Dry		FROM: Jennifer V		
	B.C. Carpet Clean 1921 Bogart Ave				
$2/\sqrt{2}$	Bronx Phone 917 414 5	NY 10462			
116	Fax 914 576 2				
RE:	SHARENE WILLIAM		Order #/Delivery		/03/07
	2525 7TH AVE MANHATTAN	APT: 5 NY 10039	C Home Phone 2 Work Phone 2		
INSTRUC	TIONS: Please s	chedule the above cus	tomer for service	e and fax back	the
	written	report or any concern Tennifer Claim Center.	s to 206-309-0432	2	
	numbers	with your report. MAK	E NOTE OF THE NE	W FAX NUMBER.	
COMMENT	S: CLEAN ONLY M	HIDDLE KETCHUP STAIN H	AND SIZE STAIN C	HAISE HAND	7 2 20
	SIZE BEV STA	AIN. CLEAN ONLY LISTED	PER PREVIOUS H	ISTORY	
NATURE	OF COMPLAINT: U	Jpholstery Shield	feb 1.2		New
ITEM	2010275 67 5252 5	SIZE AREA AFFECT		F DEFECT	sen
VENNJ I	30183RF-CH 7970 1				45
	·	TECHNICIAN'S REPOR	<b>≀T</b> 		New Sew
SIZE	AREA	TYPE	CODE	COMPONENTS	<i></i>
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NINT TOTAL	ONAL COMMENTS:	Accuralt	ion of Ne	plet -	FJII
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xout/f80	c6psr0 Tue	Jul 06 20:14:13		21	
1/10		Jennifer Cust	omer Service		ME
	7/16/	S E R V I C E	REPOR	r	
QATE:	07/06/10			- Claim: 2510	052-00
TO:	B.C. Chem-Dry		FROM:	Jennifer Warehouse (	Claim Ctr.
	B.C. Carpet Cle 1921 Bogart Ave				,
1/1	Bronx	NY 10462			
10	Phone 917 414 5 Fax 914 576 2				
RE:	ANTHONY FUENTES			/Delivery HNY 01364	
	1966 1ST AVE NEW YORK	NY 10029		me Phone 212 876 290 rk Phone 917 399 583	
INSTRUC	TIONS: Please s	chedule the abov	re customer f	or service and fax l	oack the
	written	report or any co	oncerns to 20	6-309-0432 e remember to includ	
(80 X	numbers	with your report	. MAKE NOTE	OF THE NEW FAX NUMBI	ER.
COMMENT	S: C/C SAYS THA	T THERE IS FOOD	AND BEVERAGE	STAINS ON ALL S/CA	S
		SEAT AND THE SLE CT AND CORRECT	EEPER		
			1		
NATURE	OF COMPLAINT: C	Tpholstery Shield			
ITEM STRAT E	7175-S3-Q 7850 1		AFFECTED EAT CASINGS	TYPE OF DEFECT FOOD	
	7165-S3-L 7850 1		EAT CASINGS	FOOD	$\mathcal{M}$
		TECHNICIAN'S	REPORT		, s. Y
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ADDITIO	NAL COMMENTS:	My / 7	1	nech with	- morb
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		. (1)	Jennifer Custome	r Service		
	151	~ 1116/s	ERVICE F	EPORT		
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DAT		11/10		FROM: J		arehouse Claim Ctr.
TO:	: В.С	C. Chem-Dry	T	FROM: U	SIMITIET ME	arenouse craim ccr.
		C. Carpet Cleanin	ng Inc.			
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711	V Bro	onx one 917 414 5064	NI 10402	دم دم دم کا دم	(e)	
	PIIC	914 576 2763		مرحد		
	raz	2 914 576 2765	ا معمل	رمي م		
RE:	. ТЛ(	CKIE LEVENHERZ	٠ ـ ـ	) <b>&gt;</b> Order #/	Delivery I	RS 039811 8/23/06
KE:		E 87TH ST	Δρτ			17 494 6412
<b>%4</b> \		NATTAN	NY 10128		k Phone	
	MAI	NHAIIAN	N1 10120	WOI	it illoile	·
TNO TIME	STRUCTION	us. Please sche	dule the above o	customer fo	r service	and fax back the
	SIRUCIIO	written rep	ort or any conce	erns to 206	-309-0432	
<b>47</b>		Attn: Jenn	ifer Claim Cent	er. Please	remember	to include serial
		numbers wit	h your report. I	MAKE NOTE O	F THE NEW	FAX NUMBER.
✓ coi	MMENTS:	CC TO RPT ORANG	E JUICE STAIN-P	LS INSPECT	AND REMOV	E IF
		COVERED				
		DOWNBLEND SLI	PCOVER MDSE	- 1		
				febri-		
NA	TURE OF	COMPLAINT: Upho	lstery Shield	•		
	'EM		SIZE AREA AFF		TYPE OF	
		100R-Q BULL NA	Q ARM-LAF		DRINK/B	
KL	AUS DB80	100R-Q BULL NA	Q CASING-L	Ar SEA1	DKINK/ B	EVERAGE
,			TECHNICIAN'S RE	PORT		
SI	zĖ	AREA	TYPE		ODE	COMPONENTS
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AD	Turn	a ubove	_		SERVICE DA	rennel flso hes MG, MT: \$ 75

vol1/jfaxout/f8c6psr0Tue Jul 06 20:14:13 2010 26
Jennifer Customer Service  SERVICE REPORT
DATE: 07/06/10 TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx Phone 917 414 5064 Fax 914 576 2763  Claim: 251290-00 FROM: Jennifer Warehouse Claim Ctr.  NY 10462
RE: JACQUELINE FRANK Order #/Delivery WS 087210 9/09/09  382 CENTRAL PARK W APT: 7H Home Phone 212 222 4550  NEW YORK NY 10025 Work Phone 917 405 6661
INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENTS: CC W FOOD ON B/CAS PLZ INSPECT AND CORRECT  The state of south live which the state of
NATURE OF COMPLAINT: Opholstery shield .
ITEM SIZE AREA AFFECTED TYPE OF DEFECT KLAUS D76500R-Q PRAI WH Q ALL BACK CASINGS FOOD
TECHNICIAN'S REPORT
SIZE AREA TYPE CODE COMPONENTS  CHR INSIL BOOK COMPONENTS  COMPONENTS  COMPONENTS  CODE COMPONENTS  COMPONENTS  CODE COMPONENTS
Replace con a RAFINALLE ball
Cesty, - Coffee will not come off - I will  sed a photo to T. J. In
[ ] Turn Down [  Follow-Up  [ ] Complete SERVICE DATE: 1/16/5
XVENDOR CODE: 8C6 AMT: \$

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As lu	7/16/	
10		

Jennifer Customer Service

07/08/10

SERVICE REPORT

TO:

B.C. Chem-Dry

Claim: 251764-00 FROM: Jennifer Warehouse Claim Ctr.

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

NY 10462 Bronx

Phone 917 414 5064 914 576 2763

RE:

JULIANA NEIMAN

Order #/Delivery WS 055898 9/12/95

175 W 90TH

APT: 14G Home Phone 212 362 1524

NEW YORK,

NY 10024

Work Phone 917 692 6760

INSTRUCTIONS:

Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CC W FOOD STAINS ON S/CAS

INSPECT AND CORECT

NATURE OF COMPLAINT: Upholstery Shield

fabric

ITEM

TIFF NA KLAUS 55000Z-Q

SIZE AREA AFFECTED

ALL SEAT CASINGS

TYPE OF DEFECT FOOD

NOSWA

SIZE AREA (P.A.)	TYPE	CODE	COMPONENTS	
Q rest fri	<sup>ે</sup> લ	2.1		
			<b>*</b> ^ 7	
ADDITIONAL COMMENTS:	nis had	aly a	few fresh	,
julie steins	- Ne und	Also	had man	ot/
old sta	ine Dyn	IThe W	reals pr	efect my
[ ] Turn Down [ ] Foll	•		7.4	
X Cleaning lu	VENDOR CO	ODE: 8C6	AMT: \$	

Jennifer Customer Service

## SERVICE REPORT

DATE:

07/08/10

Claim: 251687-00 Jennifer Warehouse Claim Ctr.

TO:

B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064

Fax 914 576 2763

RE:

MR&MRS PAMWAR

Order #/Delivery WS 078822 8/25/05

216 WEST 89TH STREET

APT: 12 D Home Phone 917 612 1600

NEW YORK

NY 10024

Work Phone 917 459 3379 MR.

NSTRUCTIONS: Please schedule the above customer for service and fax back the

FROM:

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C/C HAS FOOD STAIN ON THE SOFA SEAT CASING//SAID URINE AND

I EXPLAINED THAT IS T/D BUT SHE SAID FOOD ALSO

PLEASE CLEAN ONLY FOOD AND BEV THAT ARE FRESH

NATURE OF COMPLAINT: Upholstery Shield

SIZE AREA AFFECTED CASING-CTR. SEAT TYPE OF DEFECT

FOOD

VENNJ Z1516LAF-S 7970 21

SIZE A AREA	TYPE	CODE	COMPONENTS
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ADDITIONAL COMMENTS:	1 1/9 - 1/9	Took	Joi a ROB
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[ ] Turn Down [ ] Follo	ow-Up [ Complete	e SERVICE DA	TE: 7/16/10
х	VENDOR CODE	E: 8C6, A	MT: \$
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ol1/jfa	xout/f8	c6psr0 Thu Jun 03 16:28:09 2010 3
		Jennifer Customer Service
(k	1/19	Jennifer Customer Service  ERVICE REPORT  LANGE  LA
	DATE:	06/03/10 Claim: 244287-00
	TO:	B.C. Chem-Dry FROM: Jennifer Warehouse Claim Ctr.
		B.C. Carpet Cleaning Inc.
		1921 Bogart Ave. Bronx NY 10462
١٠		Phone 917 414 5064
63		Fax 914 576 2763
•	RE:	STEPHEN ELLIS Order #/Delivery TTS 005817 5/26/10
/	1	500 W 43RD ST APT: 26-G Home Phone 212 767 9375
Tol	$\wedge$	NEW YORK NY 10036 Work Phone
	INSTRUC	TIONS: Please schedule the above customer for service and fax back the
177/	1	written report or any concerns to 206-309-0432
$V_{V_{i}}$	/	Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
11/2	/	
//_4/	COMMENT	S: PER CE FLAWS IN LTHR.DOES NOT SAY WHERE.
<b>X</b>	NATURE	of Complaint: Warranty  Size Area Affected Type of Defect Size Area Affected Type Of Defect
₩ /	ITEM	SIZE AREA AFFECTED TYPE OF DEFECT 5 5 1
)		130236-F F ALL SEAT CASINGS COMMENTS
1/2		TECHNICIAN'S REPORT
1/1		- wintell
V	SIZE	AREA TYPE CODE COMPONENTS
	<u>5146</u> -	Inside Leak foutside back Inside back
	<u>r                                    </u>	Inside Sed 10015104 Sanger
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	ADDTTIC	ONAL COMMENTS: (1) Starle works on Irstile
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	<u>.</u>	Jexture - & will-sand a purt to 1. Dolong
	[ ] Tu	arn Down [ Follow-Up [ ] Complete SERVICE DATE: 7/16/10
	x	VENDOR CODE: 8C6 AMT: \$

Jennifer Customer Service

	(K7/16) s	SERVICE R	E P O R T	ME
DATE: TO:	07/07/10 B.C. Chem-Dry B.C. Carpet Cleani 1921 Bogart Ave. Bronx Phone 917 414 5064 Fax 914 576 2763	NY 10462	FROM: Jennife	Claim: 219438-00 r Warehouse Claim Ctr.
RE:	TIMOTHY FIRESTONE 240 E 30TH ST NEW YORK TIONS: Please sche	NY 10016 edule the above c	4-C Home Phone Work Phone ustomer for serv	e ice and fax back the
COMMENT	Attn: Jenr numbers wit S: CC TO RPT CIG F	nifer Claim Cente Th your report. M	AKE NOTE OF THE PARTY OF THE PA	oer to include serial NEW FAX NUMBER.
NATURE	OF COMPLAINT: Upho		מפא	المرك
ITEM	X4100R-Q GRAN HU	SIZE AREA AFFE Q CASING-CT		OF DEFECT
		TECHNICIAN'S REP	ORT	_
SIZE -	AFO.	C CUNTY	CODE 21	COMPONENTS
ADDITIO	onal comments:		ette Suras is Nephen Koles -	Just a  s weating  This is not
[ ] Tu		llow-Up	Complete SERVICE	DATE: 7/16/10 AMT: \$ 30
	covered a		Ly due.	sugs of CAT
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exout/f8c6psr0 Sun	Jul 11 18:09:20 2010  Jennifer Customer Service	3 /	MEL
(BL-7/16)	SERVICE REPORT		
DATE 07/11/10 TO: B.C. Chem-Dry B.C. Carpet Clea		Claim: 252085-00 ennifer Warehouse Claim C	tr.
1921 Bogart Ave. Bronx Phone 917 414 50 Fax 914 576 27	NY 10462 64		
RE: JON LEMLE 337 EAST 13TH ST NEW YORK	REET APT: 13 Hom	Delivery JLY 013915 8/08 e Phone 914 725 4676	4,2 V-2
	hedule the above customer fo		е
Attn: Je numbers w	report or any concerns to 206 ennifer Claim Center. Please with your report. MAKE NOTE CLASS HAVE RIPS, WILL SEND SVC T	remember to include seri F THE NEW FAX NUMBER.	al
Attn: Je numbers w COMMENTS: CC STATES SCA	ennifer Claim Center. Please with your report. MAKE NOTE C AS HAVE RIPS, WILL SEND SVC T pholstery Shield	remember to include seri F THE NEW FAX NUMBER. ECH	al
Attn: Je numbers w	ennifer Claim Center. Please with your report. MAKE NOTE C AS HAVE RIPS, WILL SEND SVC T Cholstery Shield  SIZE AREA AFFECTED CH CASING-CTR. SEAT	remember to include seri F THE NEW FAX NUMBER.	ادر کردر کرمر
Attn: Je numbers w  COMMENTS: CC STATES SCA  NATURE OF COMPLAINT: Up  ITEM KLAUS LT4108L-CH EMER CA	ennifer Claim Center. Please with your report. MAKE NOTE C AS HAVE RIPS, WILL SEND SVC T Cholstery Shield  SIZE AREA AFFECTED CH CASING-CTR. SEAT	remember to include serief THE NEW FAX NUMBER.  ECH  TYPE OF DEFECT HOLE (UPH.SHIELD)	ادر کرکر کرکر
Attn: Je numbers w  COMMENTS: CC STATES SCA  NATURE OF COMPLAINT: Up  ITEM KLAUS LT4108L-CH EMER CA	ennifer Claim Center. Please with your report. MAKE NOTE Control AS HAVE RIPS, WILL SEND SVC To Sholstery Shield  SIZE AREA AFFECTED CH CASING-CTR. SEAT A LS ALL SEAT CASINGS  TECHNICIAN'S REPORT	remember to include serief THE NEW FAX NUMBER.  ECH  TYPE OF DEFECT HOLE (UPH.SHIELD)	al کردر کرمر - -
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additional comments:	All o	sevo Teco	~ h	oles silvu	e Vede
	/				
[ ] Turn Down [	] Follow-Up	[ ] Complete	SERVICE DA	ATE: <u></u>	16/10
x		VENDOR CODE:	8C6 Z	AMT: \$	50

Aty 50% 300

## JENNIFER CONVERTIBLES CLAIM CENTER

Serv	rice Report Co Facsimile: (200	over Sheet 3 09 - C	432	560
Samina Campany BCC		y/BC(cont		
The following service reports were faxed when received and a copy of this cover s	to the Claim Center of heet will be faxed bac	n the above faxed date ok to above Service Co	. All reports will b mpany as record o	e checked of receipt.
STORE ORDER# CLAIM#  FACO (12758 2484)	CUSTOMER  25 M Mc	SVC DATE Rae 7/17/10	<u>AMT</u> 30	RECEIVED
TAC901611247602	T. Hurry	7/17	75	
TSC173888 253471	M. Suke	to 1/17	75	-
TAC006296 152/39 TSC183/68 137/02	J. Pres.	sancy 7/17	75	
FF013703 253105	- A.Cist	m 7/17		
UWS 002402 24560 BC072471 251890	3 7. Vel	entyk /1(1)	75	.
FSC03L574 136646	J.600	love 7/17		
JCJ019264 250531	I. J. Furla	iter 7/17	33	
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				-
AUTHORIZED SIGNATURE:			DATE:	
TOTAL: \$ TOTAL REP	ORTS:I	NVOICED :	INITIALS:	

/voll/jfaxout/f8c6psr0 Wed Jun 23 11:21:32 2010 10  Jennifer Customer Service
SERVICE REPORT
DATE: 06/23/10 TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc.  1921 Bogart Ave. Bronx Phone 917 414 5064 Fax 914 576 2763  Claim: 248429-00 FROM: Jennifer Warehouse Claim Ctr.
RE: MARGARET MC RAE Order #/Delivery TAC 012758 8/02/08 595 FDR DR APT: 4B Home Phone 212 533 3930 MANHATTAN NY 10002 Work Phone 212 361 1918
INSTRUCTIONS:  Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENTS: C/C WITHJ CUT ON IOB OF SOFA ISNPECT AND CORRECT CUST NT SURE HOW IT HAPPENED
NATURE OF COMPLAINT: Upholstery Shield
ITEMSIZEAREA AFFECTEDTYPE OF DEFECTVENNJ B2751-S0611 10SBACK-INSIDE/OUTSIDEHOLE (UPH.SHIELD)
TECHNICIAN'S REPORT
SIZE AREA TYPE CODE COMPONENTS  DISCR COLLEGE AM MANAGEMENTS
T1:
ADDITIONAL COMMENTS: This is a defect, all work

[ ] Turn Down [ 7] Follow-Up [ ] Complete SERVICE DATE: 7/17/10

INSTRUCTION

INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: C/C HAS FOOD STAINS ON BACK CASING AND SEAT CASINGS

NATURE OF COMPLAINT: Upholstery Shield

 ITEM
 SIZE
 AREA AFFECTED
 TYPE OF DEFECT

 STRAT J0575-Q
 6135 16
 Q
 CASING-CTR. SEAT
 FOOD

 STRAT J0575-Q
 6135 16
 Q
 LG B/P CAS W/ZIP
 FOOD

Q Q	Don't Chaling	food / Dev.	CODE	COMPONI	ENTS
			-		
ADDIT	IONAL COMMENTS:	Romed 2 shot	Cornigs	that	load
Coff	fee and Down	stais. O	ule fo	resh si	tous
	· / 1	Low-Up [ ] Complet	e SERVICE	DATE:	17/10
x		VENDOR COD	E: 8C6	AMT: \$	75.00

Thu Jul 15 18:38:24 2010

Jennifer Customer Service

MWL

SERVICE REPORT Claim: 253471-00 DATE: 07/15/10 Jennifer Warehouse Claim Ctr. FROM: B.C. Chem-Dry TO: B.C. Carpet Cleaning Inc. 1921 Bogart Ave. NY 10462 Phone 917 414 5064 914 576 2763 Order #/Delivery TSC 173888 9/21/06 MEMTA SUKETU RE: Home Phone 215 990 3912 22 WEST 15 ST Work Phone NY 100 6 NEW YORK Please schedule the above customer for service and fax back the INSTRUCTIONS: written report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER. CC TO RPT WINE STAIN-PLS INSPECT AND CORRECT IF COVERED COMMENTS: MICROFIBER MDSE NATURE OF COMPLAINT: Upholstery Shield SIZE AREA AFFECTED TYPE OF DEFECT ITEM REALI B44905R-F KLAU BE FB W/ATT S/CAS DRINK/BEVERAGE CASING-CTR. SEAT DRINK/BEVERAGE REALI B44908R-CH KLAU BE CH TECHNICIAN'S REPORT TYPE Cara [ ] Complete SERVICE DATE: ] Turn Down [ V ] Follow-Up AMT: \$ VENDOR CODE: 8C6 one blot Caring from sleeper that had minore wine damage. I will send put

•		Jul 11 18:09:20 2010  Jennifer Customer Serv	7 vice	MEC
. (	KK 111)	SERVICE REPO	or T	
DATE: TO:	07/11/10 B.C. Chem-Dry B.C. Carpet Clear 1921 Bogart Ave. Bronx Phone 917 414 50	FROM ning Inc. NY 10462		m: 252139-00 house Claim Ctr.
RE:	Fax 914 576 270 STEPHANIE KLEMPN 150 EAST 18TH ST	63 ER Orde APT: 4M	er #/Delivery TAC Home Phone 646	498 5775
INSTRUC	written r Attn: Je	NY 10003  hedule the above customore concerns to the concerns to the concerns to the concerns to the concerns the concerns the concerns that the concerns the concerns that the concerns th	o 206-309-0432 lease remember to	d fax back the
COMMENT		COLATE STAIN ON S/CASIN		
ITEM	OF COMPLAINT: Up	SIZE AREA AFFECTED	TYPE OF DE	FECT
		TECHNICIAN'S REPORT	•	
<u>SIZE</u>	AREA	TYPE	CODE	COMPONENTS

/vol1/jfaxout/f8c6psr0 Wed Jul 14 19:20:08 2010 11
Jennifer Customer Service
SERVICE REPORT
DATE: 07/14/10 TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx Phone 917 414 5064 Fax 914 576 2763  Claim: 253105-00 FROM: Jennifer Warehouse Claim Ctr.  NY 10462
RE: ANNLUIS LISTON Order #/Delivery FF 023703 11/20/97 35 EAST 35TH STREET Home Phone 212 684 7150 NEW YORK NY 10016 Work Phone 917 902 5357 CELL
INSTRUCTIONS: Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENTS: C.C WITH FOOD STAINS ON S/CAS LF IOA TOO INSPECT AND CORRECT
NATURE OF COMPLAINT: Upholstery Shield
ITEM SIZE AREA AFFECTED TYPE OF DEFECT SBALT ESTRADA-F 772 27 F ALL SEAT CASINGS FOOD
TECHNICIAN'S REPORT
SIZE AREA TYPE CODE COMPONENTS  FULL / W
ADDITIONAL COMMENTS: Clanded & Alast Carried  That had Coffee and Church staniel  ()(1) (+e.)(1) (1) (2) (2) (2) (2) (2) (2) (2) (2) (2) (2
[ ] Turn Down [ ] Follow-Up [ ] Complete SERVICE DATE: 7/1//
x

	(1/1)	Jennifer Custom	er Service			MWC
. Spr 1	s s	ERVICE	R E P O R	Т		
TO: B.C.		JAT ong Inc.	FROM:	— Jennifer	Claim: 24561: Warehouse Cla	
Phor Fax	ne 917 414 5064	NY 10462		H#	(211)5	6 <b>4</b> -9
320	VALEMTYK W 38TH ST YORK	APT NY 10018	: 324 Ho		y UWS 002402 917 355 3809	6/09/10
INSTRUCTIONS	written repo	dule the above ort or any cond ifer Claim Cent n your report.	erns to 20 er. Pleas	6-309-043 se remembe	32 er to include	serial
COMMENTS: (	CUSTOMER STATES	THAT ARM OF SO	OFA CAME IN	SOILED		
NATURE OF CO	OMPLAINT: Warr	anty	Ichri	د		
ITĖM		SIZE AREA AFI	7		OF DEFECT	
VENIC B1555	-F 6018 12	F ARM-RAF	IN/OUT	DIRT	ON DLVRY	
		rechnician's R	EPORT			
	-				G01/20177	
SIZE	AREA	TYPE	<u> </u>	CODE	COMPONENT	<u>S</u>
r la	eft ann	Dot or	· Dello.	_ <i></i>		
					w	
			<del></del>			
ADDITIONAL	COMMENTS:	C. Lours	left	arme \$	lopa	Correra
les 6	un tin	Delis	,	C	, U	
			/			

voll/jfaxout/f8c6psr0 Thu Jul 08 20:04:24 2010 9  Jennifer Customer Service
DATE: 07/08/10 TO: B.C. Chem-Dry B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx Phone 917 414 5064 Fax 914 576 2763  Jennifer Customer Service  SERVICE REPORT  Claim: 251890-00 FROM: Jennifer Warehouse Claim Ctr.  NY 10462
RE: ANYA WALLACH Order #/Delivery BC 072471 5/02/07  330 W 45TH ST APT: 2F Home Phone 212 956 2566  NEW YORK NY 10036 Ce(\text{Vest} Phone 917 330 6134
Please schedule the above customer for service and fax back the written report or any concerns to 206-309-0432  Attn: Jennifer Claim Center. Please remember to include serial numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.
COMMENTS: C/E FABRIC MDSE SAYS THEY WANT TO SET UP A CLEANING PLS SPOT CLEAN RECENT FOOD & BEV STAINS ONLY ASAP **UPDATED APT # CUST MOVED FROM 1H TOUCH NO HANDLING DAM ADVISE WHAT/WHERE
NATURE OF COMPLAINT: Upholstery Shield  ITEM SIZE AREA AFFECTED TYPE OF DEFECT  KLAUS 36300R-Q BULL NA Q ALL SEAT CASINGS FOOD  TECHNICIAN'S REPORT
SIZE AREA TYPE CODE COMPONENTS  PORTO IC
ADDITIONAL COMMENTS: Clouded 2 Agost Cookies Start
Lead Coffee and will stain only from stains .
[ ] Turn Down [ ] Follow-Up [ Complete SERVICE DATE: 7/1/10  X VENDOR CODE: 8C6 AMT: \$ 75.00

MEmid

Jennifer	Customer	Service
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SERVICE REPORT FROM: Jennifer Warehouse Claim Ctr.

TO:

DATE:

04/27/10

B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

Phone 917 414 5064 914 576 2763 NY 10462

alo (917) 716-7175

Claim: 236646-00

RE:

JESSICA GARDNER

5 TUDOR CITY PL

Order #/Delivery FSC 032574 5/28/08 APT: 1631 Home Phone 631 521 6886

**MANHATTAN** 

NY 10017

Work Phone

INSTRUCTIONS: Please schedule the above customer for service and fax back the

written report or any concerns to 206-309-0432

Attn: Jennifer Claim Center. Please remember to include serial

numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.

COMMENTS: CC TO RPT TEA STAIN-PLS INSPECT AND REMOVE IF COVERED

NATURE OF COMPLAINT: Upholstery Shield

KLAUS 4108L-CHS MICR OY

CHS

SIZE AREA AFFECTED CASING-CTR. SEAT TYPE OF DEFECT DRINK/BEVERAGE

SIZE AREA CH COM	TYPE  O  O  A	CODE	COMPONENTS
2 Colling	BW.		
ADDITIONAL COMMENTS:	box stair (	resh a	that Mod
[ ] Turn Down [ ] Fol	llow-Up [   Complete	SERVICE DA	TE: 7/1/0
x	VENDOR CODE	: 8C6 A	MT: \$

/voll/jfaxout/f8c6psr0 Thu Jul 01 18:14:39 2010 16  Jennifer Customer Service	MEU
SERVICE REPORT	
DATE: 07/01/10 Claim: 250531 TO: B.C. Chem-Dry FROM: Jennifer Warehouse Claim B.C. Carpet Cleaning Inc. 1921 Bogart Ave. Bronx NY 10462 Phone 917 414 5064 Fax 914 576 2763	
RE: JACKY FURLAITER Order #/Delivery JLS 019264 401 EAST 65TH ST APT: 9B Home Phone 212 988 2569 MANHATTAN NY 10065 Work Phone 917 837 3246  INSTRUCTIONS: Please schedule the above customer for service and fax backwritten report or any concerns to 206-309-0432 Attn: Jennifer Claim Center. Please remember to include	CELL k the serial
numbers with your report. MAKE NOTE OF THE NEW FAX NUMBER.  COMMENTS: CC STATES RF IOA WAS DEL'D DAMAGED NICKS 212-592-9237 (OFFICE) DAYTIME PH#	HAZA
NATURE OF COMPLAINT: Warranty	
ITEM SIZE AREA AFFECTED TYPE OF DEFECT VENNJ M4575-Q 0625 10 Q ARM-RAF IN/OUT SCRATCHED/NICKED	INST
TECHNICIAN'S REPORT	/
SIZE AREA TYPE CODE COMPONENTS  Q Down Corning left field from Left AM Down Care	am of the state.
ADDITIONAL COMMENTS: Right orun Mad Merce Ros Muscle by Dela Prople, Alpo the Bask on the left/Aude has a defeat blows [] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7// x	Carrie LAT 21/0
breaking often. Inaspection only. I will sent pieces to T.D. Ins.	