


UNITED STATES BANKRUPTCY COURT <i>The Southern District of New York</i>		PROOF OF CLAIM
Name of Debtor: <u>Jennifer Convertibles Inc</u>		Case Number: <u>10-13779 (ALG)</u>
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): <u>B.C. Carpet Cleaning Inc.</u>		<input type="checkbox"/> Check this box to indicate that this claim amends a previously filed claim. Court Claim Number: _____ (If known) Filed on: _____
Name and address where notices should be sent: <u>B.C. Carpet Cleaning Inc</u> <u>1921 BOGVT AVE</u> <u>Bx NY 10462</u> Telephone number: <u>(718) 614-0923</u>		
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> RECEIVED SEP 13 2010 BMC GROUP </div>		
Name and address where payment should be sent (if different from above): Telephone number: _____		<input type="checkbox"/> 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. <input type="checkbox"/> Check this box if you are the debtor or trustee in this case.
1. Amount of Claim as of Date Case Filed: \$ <u>7395.00</u> If all or part of your claim is secured, complete item 4 below; however, if all of your claim is unsecured, do not complete item 4. If all or part of your claim is entitled to priority, complete item 5. <input type="checkbox"/> Check this box if claim includes interest or other charges in addition to the principal amount of claim. Attach itemized statement of interest or charges.		5. Amount of Claim Entitled to Priority under 11 U.S.C. §507(a). If any portion of your claim falls in one of the following categories, check the box and state the amount. Specify the priority of the claim. <input type="checkbox"/> Domestic support obligations under 11 U.S.C. §507(a)(1)(A) or (a)(1)(B). <input type="checkbox"/> Wages, salaries, or commissions (up to \$11,725*) earned within 180 days before filing of the bankruptcy petition or cessation of the debtor's business, whichever is earlier – 11 U.S.C. §507 (a)(4). <input type="checkbox"/> Contributions to an employee benefit plan – 11 U.S.C. §507 (a)(5). <input type="checkbox"/> Up to \$2,600* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use – 11 U.S.C. §507 (a)(7). <input type="checkbox"/> Taxes or penalties owed to governmental units – 11 U.S.C. §507 (a)(8). <input type="checkbox"/> Other – Specify applicable paragraph of 11 U.S.C. §507 (a)(). Amount entitled to priority: \$ _____ <small>*Amounts are subject to adjustment on 4/1/13 and every 3 years thereafter with respect to cases commenced on or after the date of adjustment.</small>
2. Basis for Claim: <u>Services performed - Leather + Fabric Repair</u> (See instruction #2 on reverse side.)		
3. Last four digits of any number by which creditor identifies debtor: <u>806</u> 3a. Debtor may have scheduled account as: _____ (See instruction #3a on reverse side.)		
4. Secured Claim (See instruction #4 on reverse side.) Check the appropriate box if your claim is secured by a lien on property or a right of setoff and provide the requested information. Nature of property or right of setoff: <input type="checkbox"/> Real Estate <input type="checkbox"/> Motor Vehicle <input type="checkbox"/> Other Describe: Value of Property: \$ _____ Annual Interest Rate _____ % Amount of arrearage and other charges as of time case filed included in secured claim, if any: \$ _____ Basis for perfection: _____ Amount of Secured Claim: \$ _____ Amount Unsecured: \$ _____		
6. Credits: The amount of all payments on this claim has been credited for the purpose of making this proof of claim.		
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. 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 SCANNING. If the documents are not available, please explain:		FOR COURT USE ONLY Jennifer Convertibles  00073
Date: <u>9/7/10</u> 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 copy of power of attorney, if any. <u>Salvatore Pellerito</u> / Salvatore Pellerito Pres		

Service Report Cover Sheet

Service Company: BC Chem-Dry / BC Corp (C) INC
Vendor Code: 806 Date Faxed: 6/30/10 Date Received: _____

[illegible]

AUTHORIZED SIGNATURE: _____ **DATE:** _____

TOTAL: \$ _____ **TOTAL REPORTS:** _____ **INVOICED :** _____ **INITIALS:** _____

Jennifer Customer Service

nww

6/18

SERVICE REPORT

DATE: 06/21/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 247624-00
FROM: Jennifer Warehouse Claim Ctr.

CHT

super can let
is in

RE: DARCY SOLOMON Order #/Delivery WS 084597 6/03/08
192 BRADHURST AVE APT: 4 Home Phone 646 216 8464
NEW YORK NY 10039 Work Phone 646 764 6488

8
14

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 SAID THAT HE GOT A STAIN LAST WEEKEND. CHICKEN STEW ON S/CAS AND MILK ON BACK CASING

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
LAZAR XENON-Q J240	Q	CASING-CTR. SEAT	FOOD

NO SN#
JCS

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	CAT inside back		1C	
Q	CAT seat cover		1C	
Q	inside back		1C	
Q	rest of piece		2B	

ADDITIONAL COMMENTS: ① Chicken stew removed from CAT seat, CAT inside back & inside back. ② Rest of sofa in good condition but has minor small

[] Turn Down [] Follow-Up [X] Complete SERVICE DATE: 6/20/10

X VENDOR CODE: 8C6 AMT: \$ 25

spots here & there from wear.

Jennifer Customer Service

SERVICE REPORT

u w u

6/17/10

DATE: 06/17/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Have to: 2:50

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

6/17

RE: JAMES BRUST Order #/Delivery WS 085704 11/01/08
106 W 116TH APT: 8B Home Phone 917 439 7329
NEW YORK NY 10026 Work Phone 415 205 1639

8²⁰
10

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 STAIN ON S/CAS
PLZ INSPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS 36300R-Q CARN OL	Q	ALL SEAT CASINGS	FOOD

TECHNICIAN'S REPORT

no
swt
T-y

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	RAT seat	casily	7C	

ADDITIONAL COMMENTS: Customer only showed me RAT seat casily - chocolate milk stains removed, but customer damaged fabric by trying to clean it herself. It has fade marks

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 6/28/10
X VENDOR CODE: 8C6 AMT: \$ 75

Jennifer Customer Service
SERVICE REPORT

MEU

6/16/10

DATE: 06/16/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 246975-00
FROM: Jennifer Warehouse Claim Ctr.

6/16

RE: SCOTT MILLER Order #/Delivery UTS 003016 6/16/10
1469 LEXINGTON AVE APT: 63 Home Phone 516 225 1196
MANHATTAN NY 10128 Work Phone

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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: LEFT FACING OUTSIDE ARM THERE IS A GREASE MARK

NATURE OF COMPLAINT: Warranty *Feb 12*

no work

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ T9747-RS 7750 18	RS	ARM-RAF IN/OUT	DIRT ON DLVRY

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
RS	Carpet		1H	
RS	RAF set only		1H	

ADDITIONAL COMMENTS: *Delivery starts re work.*

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: *6/28/10*
X *[Signature]* VENDOR CODE: 8C6 AMT: \$ *75*

Jennifer Customer Service

SERVICE REPORT

6/8

6/28

DATE: 06/08/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx NY 10462

Phone 917 414 5064

Fax 914 576 2763

Claim: 245421-00

FROM: Jennifer Warehouse Claim Ctr.

RE: HELENE SOUL

300 E 85TH ST

NEW YORK NY 10028

Order #/Delivery JLB 021679 1/15/03

APT: 2205 Home Phone 212 861 8423

Work Phone 646 599 1087 CELL

10

12

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 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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS LT97650R-Q EMER GU	Q	CASING-LAF SEAT	SCRATCHED/NICKED
KLAUS LT97650-S EMER GU	S	CASING-RAF SEAT	SCRATCHED/NICKED

Inspect

TECHNICIAN'S REPORT

NO SWP

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	2 seat cassy		2B	
S	1 seat cassy		2B	

ADDITIONAL COMMENTS: All cassy's are crackly

new & fer - I will send a photo

to T. Dillon

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 6/28/10

X _____ VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

MEJ

SERVICE REPORT

DATE: 06/15/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 246820-00
FROM: Jennifer Warehouse Claim Ctr.

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

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
F	(2) set	casings	m12	
ch	one set	casings	m10	

ADDITIONAL COMMENTS:

wide stains removed - Also has older stains

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/28/10
X VENDOR CODE: 8C6 AMT: \$ 75

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company: BC Chem-Dry / BC Carpet Care INC 510

Vendor Code: 866 Date Faxed: 6/30/10 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 #	CUSTOMER	SVC DATE	AMT	RECEIVED
<u>SC 050481</u>	<u>248145</u>	<u>F. Cedeno</u>	<u>6/29/10</u>	<u>30</u>	<input type="checkbox"/>
<u>TACO13735</u>	<u>248492</u>	<u>A. Nunez</u>	<u>6/29</u>	<u>75</u>	<input type="checkbox"/>
<u>JLE036551</u>	<u>248271</u>	<u>C. Rodriguez</u>	<u>6/29</u>	<u>30</u>	<input type="checkbox"/>
<u>LC075677</u>	<u>243911</u>	<u>D. McCray</u>	<u>6/29</u>	<u>75</u>	<input type="checkbox"/>
<u>BAR 005781</u>	<u>246497</u>	<u>Y. Abdelaziz</u>	<u>6/29</u>	<u>30</u>	<input type="checkbox"/>
<u>BAR 901771</u>	<u>246090</u>	<u>L. Perez</u>	<u>6/29</u>	<u>30</u>	<input type="checkbox"/>
<u>KP 014277</u>	<u>246342</u>	<u>J. Mahmood</u>	<u>6/29</u>	<u>30</u>	<input type="checkbox"/>
<u>JLE 902943</u>	<u>238525</u>	<u>J. Melendez</u>	<u>6/29</u>	<u>75</u>	<input type="checkbox"/>
<u>KP 013126</u>	<u>247016</u>	<u>E. Cassidy</u>	<u>6/29</u>	<u>30</u>	<input type="checkbox"/>
<u>JLK 019362</u>	<u>245927</u>	<u>R. Foley</u>	<u>6/29</u>	<u>30</u>	<input type="checkbox"/>
<u>LC 072703</u>	<u>246707</u>	<u>A. Jones</u>	<u>6/29</u>	<u>75</u>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL: \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

6/29

Jennifer Customer Service
SERVICE REPORT

Δ

DATE: 06/22/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248145-00
FROM: Jennifer Warehouse Claim Ctr.

6/22

RE: FREDDY CEDERO
75 HERBERT ST
BROOKLYN NY 11222
Order #/Delivery SC 050481 3/15/08
APT: 1 Home Phone 718 389 4803
Work Phone 917 744 1129

8 ok
10

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 HE HAS A SCATCH ON THE FB OF THE RS PLEASE GIVWE A FULL DETAIL REPORT AND MAKES SURE IT'S COVERED

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ T7847-RS 0646 19	RS	FRONT BOARD (COMP)	SCRATCHED/NICKED

no
JW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
RS	front board		2B	

ADDITIONAL COMMENTS: Water Tear - Top of front board rubs on bottom of CTR seat
I will send a photo

[] Turn Down [] Follow-Up [X] Complete SERVICE DATE: 6/29/10
X VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

B1

DATE: 06/23/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248492-00
FROM: Jennifer Warehouse Claim Ctr.

RE: ALEX NUNEZ Order #/Delivery TAC 013735 12/20/08
325 ROEBLING ST APT: 7C Home Phone 917 573 4276
BROOKLYN NY 11211 Work Phone 212 219 1232

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 HAD A KIDS PARTY & THEY SPILLED APPLE JUICE
ALL OVER THE ENTIRE PIECE ... CUST WAS JUST TD IN FEB 4
ACCUM SPOT CLEAN RECENT FOOD & BEV STAINS ONLY TAKE PICS PL

NATURE OF COMPLAINT: Upholstery Shield

fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ G9613RAF-S 7750 12	S	ENTIRE PIECE	DRINK/BEVERAGE
VENNJ G9616LAF-S 7750 12	S	ENTIRE PIECE	DRINK/BEVERAGE

I will send photo to T. Dile

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S#1 & S#2	All seat		01 L	
S#1 & S#2	rest of seat		2B	

ADDITIONAL COMMENTS: Customer is lying about a party obviously is trying to use the policy for full cleaning - I only cleaned fresh

[] Turn Down [] Follow-Up [X] Complete SERVICE DATE: 6/29/10

X VENDOR CODE: 8C6 AMT: \$ 75
juice from seat covers. The old stains are still there. Customer spilled juice on each comp. Blank's children - Even if children did this it is regret because he let it happen. He says he will call insurance to get the rest cleaned.

B.1

DATE: 06/23/10
O: B.C. Chem-Dry

FROM: Jennifer Warehouse Claim Ctr.

Work Phone 718 536 5182

ADSW#
Intro
2/4

TECHNICIAN'S REPORT

ADDITIONAL COMMENTS: Replace Q outside back panel -
corner is torn & metal framing is exposed.
Unrepairable. Unable to take photo - to take

X VENDOR CODE: 8C6 AMT: \$ 50

6/11

HC 6/25

Jennifer Customer Service

SERVICE REPORT

DATE: 06/01/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx NY 10462

Phone 917 414 5064

Fax 914 576 2763

Claim: 243911-00

FROM: Jennifer Warehouse Claim Ctr.

RE: DIWANACA MCCRAY

1 CHESTER CT

BROOKLYN NY 11225

Order #/Delivery LC 075677 3/08/09

APT: 4A Home Phone 646 342 3944

Work Phone 718 282 2269

to IL

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: FOOD STAINS

NATURE OF COMPLAINT: Upholstery Shield

Fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B5155-F	7850 12	F ALL SEAT CASINGS	FOOD

TECHNICIAN'S REPORT

NO SWA

SIZE	AREA	TYPE	CODE	COMPONENTS
F	All seat casings		1C	

ADDITIONAL COMMENTS: Fresh water marks removed -

Also has some small old stains

[] Turn Down [] Follow-Up [X] Complete

SERVICE DATE: 6/29/10

X VENDOR CODE: 8C6 AMT: \$ 75

Jennifer Customer Service

SERVICE REPORT

DL

DATE: 06/23/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 246497-00
FROM: Jennifer Warehouse Claim Ctr.

RE: YEHAD ABDELAZIZ Order #/Delivery BAR 005781 11/27/04
717 45TH ST APT: 2 FL Home Phone 718 753 0578
BROOKLYN NY 11220 Work Phone 347 439 3333

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 SCRATCHES ON CHAIR S/CAS
PLZ INSPECT AND CORRECT

center

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENIC M2701-C	0680 29	C CASING-CTR. SEAT	SCRATCHED/NICKED

no SWT
Inspect only

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
C	entire piece		2A	
S	entire piece		2A	

ADDITIONAL COMMENTS: (1) C it went crazy & destroyed entire chair (2) Entire S is cracking
I will send photo's to T. DiToro

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/29/10
X VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

DATE: 06/13/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 246090-00
FROM: Jennifer Warehouse Claim Ctr.

RE: LUCY PEREZ
350' 65TH ST
BROOKLYN

Order #/Delivery BAR 901771 6/11/10
APT: 19P Home Phone 718 836 6773
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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
STRAT L7316LAF-S 6268 04	S	CORE-LAF SEAT	FLAT/UNDERSTUFFED
STRAT L7326RAF-S 6268 04	S	FRONT BOARD (COMP)	SCRATCHED/NICKED

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	inside back	core	2M	inside back core
S	outside LAF arm	outside panel	2H	LAF arm outside panel
S	connecting	bracket	2M	connecting bracket.

ADDITIONAL COMMENTS: ① Restuff RAF side of sofa inside back core - Very mushy - defect ② Replace SLAF side LAF arm outside panel - hole

[] Turn Down [X] Follow-Up [] Complete SERVICE DATE: 6/29/10

X VENDOR CODE: 8C6 AMT: \$ 30

in fabric ③ send tech to realign connector between S#1 + S#2 - Defect.
I will send photo to T. Dilan

A2

Jennifer Customer Service

SERVICE REPORT

DATE: 06/15/10

Claim: 246342-00

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.

FROM: Jennifer Warehouse Claim Ctr.

1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

RE: JEBUN MAHMOOD
1438 OCEAN AVE
BROOKLYN

Order #/Delivery KP 014277 6/11/10
APT: 2-I Home Phone 718 252 4105
Work Phone 347 822 1241

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 IS A SCRATCH AND TEAR ON THE O/ARM NOT SURE WHICH ONE HARD TO UNDERSTAND

NATURE OF COMPLAINT: Warranty

ceatle

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ H8915-S	0608 09	S ARM-RAF OUTSIDE	HOLE (WARRANTY)

no sn#

TECHNICIAN'S REPORT

inspect only

SIZE	AREA	TYPE	CODE	COMPONENTS
S	RAF arm		2H	
S	front board		2H	
S	springs		2m	

ADDITIONAL COMMENTS: ① Replace RAF arm - unrepairable
② Replace front board - unrepairable
③ Springs on seat deck defective - middle

Delivery damage

[] Turn Down [☒] Follow-Up [] Complete SERVICE DATE: 6/29/10

X VENDOR CODE: 8C6 AMT: \$ 30

Cushy seats - seat deck to repair
unable to take photos - too dark

Jennifer Customer Service

SERVICE REPORT

DATE: 05/06/10

Claim: 238525-00

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.

FROM: Jennifer Warehouse Claim Ctr.

Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763RE: JULIO MELENDEZ
8700 25TH AVE
BROOKLYN

Order #/Delivery JLE 902943 4/23/10

APT: 7S Home Phone 917 705 3353

NY 11214

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 CHAISE SCASING

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ C4514RF-CH 0262 52	CH	CASING-CTR. SEAT	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
ch	on seat casing		LC	

ADDITIONAL COMMENTS:

Coffee drip removed

☐ Turn Down☐ Follow-Up☒ Complete

SERVICE DATE:

6/29/10

X

VENDOR CODE: 8C6

AMT: \$

75

Jennifer Customer Service

SERVICE REPORT

DATE: 06/16/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 247016-00
FROM: Jennifer Warehouse Claim Ctr.

RE: EDWARD CASSIDY Order #/Delivery KP 013126 3/29/09
2262 E 15TH ST APT: 1STFL Home Phone 718 375 2401
BROOKLYN NY 11229 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

ITEM	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

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casings		2N	
LS	All seat casings		2N	
C	entire piece		2B	

ADDITIONAL COMMENTS: (1) Customer main interest was showing me the chair - This piece is destroyed by cats - It

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/19/10

X VENDOR CODE: 8C6 AMT: \$ 30

will send photos to T. Dilore.

Jennifer Customer Service

5K6/29

SERVICE REPORT

B2

DATE: 06/13/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 245927-00
FROM: Jennifer Warehouse Claim Ctr.

6/13

RE: ROBERT FOLEY Order #/Delivery JLK 019362 6/11/10
2049 E 74TH ST APT: PVT Home Phone 646 675 8445
BROOKLYN NY 11234 Work Phone

12
32/04

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: D/C AND SPKE TO MRS SAID THERE IS A SMALL TEAR OM O/BACK OF THE SOFA WHICH WAS UNDER THE WRAPPING

NATURE OF COMPLAINT: Warranty leather SN# 5387018815

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
ASHLE 4130138-S	S	BACK-OUTSIDE	HOLE (WARRANTY)

IN spate

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	Inside/outside back		2H	inside/outside Back
S	dust cover		2H	re-style it

ADDITIONAL COMMENTS: ① Replace inside/outside back Looks like a boxcutter (delivery) unrep-
~~Replace inside~~ ② Send tech to style dust

[] Turn Down [X] Follow-Up [] Complete SERVICE DATE: 6/22/10

X VENDOR CODE: 8C6 AMT: \$ 30

cover - it is not torn, just needs to be re-styled. I will send to J-Dilow.

Jennifer Customer Service

SK 6/29 SERVICE REPORT

DATE: 06/15/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 246707-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: AJA JONES Order #/Delivery LC 072703 2/29/08
 285 COZINE AVE APT: 8-B Home Phone 347 324 1719
 BROOKLYN NY 11207 Work Phone 347 324 1719

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 BEVERAGE STAIN-INSPECT AND REMOVE IF COVERED-DON'T TOUCH ACCUM OR PAINT-PREV TD FOR "KID'S INVISIBLE PAINT" BICAST MDSE

NATURE OF COMPLAINT: Upholstery Shield

bicast leather fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M9815-S 6098 21	S	CASING-RAF SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	(2) LG B/P case	4/zip	1C	
C	CTR seat	CASING	1C	
C	CTR LG B/P case	w/zip	1C	
S	RAF seat		2B	

ADDITIONAL COMMENTS: ① C ctn seat - chewed powerade syrup - also has old stains ② C CTR push back - chewed burberes - a - also has old

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/29/10

X VENDOR CODE: 8C6 AMT: \$ 75

stains ③ S(2) LG B/P case w/zip - chewed fresh juice stains - Also has old stains ④ S RAF seat - customer tried to press off "invisible paint" as juice - I did not touch it

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company: BC Chem-Dry/Bentley A95

Vendor Code: 866 Date Faxed: 6/30/10 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 #	CUSTOMER	SVC DATE	AMT	RECEIVED
JLE 017170	246915	R Mizgiri	6/30/10	30	<input type="checkbox"/>
REF 059148	248026	C. Rivera	6/30	75	<input type="checkbox"/>
NC045953	236017	C. Ferguson	6/30	45	<input type="checkbox"/>
JLE025003	248534	K. Sheehan	6/30	30	<input type="checkbox"/>
TAC013540	247918	A. Colombari	6/30	75	<input type="checkbox"/>
CC071307	247401	N. Rabovsky	6/30	75	<input type="checkbox"/>
JLV013259	247031	J. Taylor	6/30	30	<input type="checkbox"/>
JLE030111	247006	E. Chong	6/30	30	<input type="checkbox"/>
PAC006055	246981	G. Hussain	6/30	30	<input type="checkbox"/>
HC086240	248236	A. Feinberg	6/30	75	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL: \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

6K6/30

Jennifer Customer Service
SERVICE REPORT

Q

DATE: 06/16/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 246915-00
FROM: Jennifer Warehouse Claim Ctr.

RE: RAUL MIZGUIRI
32-14 83RD. ST.
EAST ELMHURST NY 11370

Order #/Delivery JLE 017170 12/15/00
APT: 1STFL Home Phone 718 672 1635
Work Phone 917 224 9530 MRS

82
102

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

center

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS LOT6160R-F ALPI BK	F	CASING-LAF SEAT	HOLE (UPH.SHIELD)

no SN#
inspect only

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	inside back		2B	
F	ctr seat	casy	2B	
C	RAF arm		2B	

ADDITIONAL COMMENTS

① Torn seams on F inside back
+ C RAF arm ② Cracking on ctr seat
casing of F - I will send photos

[] Turn Down [] Follow-Up [☒ Complete SERVICE DATE: 6/20/10

X VENDOR CODE: 8C6 AMT: \$ 30

to T. Dilone.

Jennifer Customer Service

Q

S E R V I C E R E P O R T

DATE: 06/22/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248026-00
FROM: Jennifer Warehouse Claim Ctr.

6/22

RE: LINDA RIVERA Order #/Delivery REF 059148 2/28/09
5439 100TH ST APT: 105 Home Phone 347 605 4540
CORONA NY 11368 Work Phone

9
11

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 SOFA S/CAS
PLZ INSPECT AND CORRECT

fabre

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M6725LAF-S 7970 21	S	ALL SEAT CASINGS	FOOD
VENNJ M6783RF-CH 7970 21	CH	ALL SEAT CASINGS	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casings		*1C	
ch	CTR seat casing		*1C	

ADDITIONAL COMMENTS: Fresh water marks removed - Also has old stains.

[] Turn Down [] Follow-Up [☒ Complete SERVICE DATE: 6/30/10
X _____ VENDOR CODE: 8C6 AMT: \$ 75

AUTO - FAX Rev 2.10U

Jennifer Customer Service

SERVICE REPORT

6/30

DATE: 04/25/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx NY 10462

Phone 917 414 5064

Fax 914 576 2763

4/25

FROM: Jennifer Warehouse Claim Ctr.

Claim: 236017-00

RE: CYNTHIA FERGUSON

7043 72 ST

GLENDAL

NY 11385

Order #/Delivery NC 045953 11/12/05

APT: PRVT Home Phone 917 716 7157

Work Phone

10
12

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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2715-S	0680 29	S CASING-CTR. SEAT	SCRATCHED/NICKED

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	RAP seat	cwy	7C	

ADDITIONAL COMMENTS: Earrings left & surge - repaired

[] Turn Down [] Follow-Up [] Complete

SERVICE DATE: 6/30/10

X VENDOR CODE: 8C6

AMT: \$ 45

Jennifer Customer Service

Q2

6/23/10

SERVICE REPORT

DATE: 06/23/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248534-00
FROM: Jennifer Warehouse Claim Ctr.

RE: KENNETH SHEEHAN Order #/Delivery JLE 025003 5/21/05
70-01 66TH PLACE APT: 2NDFL Home Phone 718 366 7635
GLENDALE NY 11385 Work Phone 718 594 5286 CELL

10³
12²

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 RIP ON SCAS, 1 BCAS HAS A TEAR, WILL SEND SVC TECH

NATURE OF COMPLAINT: Upholstery Shield

call inspect only

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2715-S 0680 29	S	CASING-CTR. SEAT	HOLE (UPH.SHIELD)
VENNJ M2715-S 0680 29	S	CASING-CTR. BACK	HOLE (UPH.SHIELD)

NO SW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	RAF inside back		2A	
S	RAF seat cushions		2A	
S	RAF arm		2A	
LS	CAF arm		2A	

ADDITIONAL COMMENTS: ① RAF inside back of seat is cracking
② All seat casings of S are chipping finish & dry rot tear TS between CTR & RAF seats

[] Turn Down [] Follow-Up [X] Complete SERVICE DATE: 6/30/10

X VENDOR CODE: 8C6 AMT: \$ 30

③ S RAF arm & LS CAF arm are chipping
I will send photos to T. Dilone.

Jennifer Customer Service

SERVICE REPORT

Qc

DATE: 06/22/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 247918-00
FROM: Jennifer Warehouse Claim Ctr.

RE: ANABEL COLOMBANI
1823 WOODBINE ST
RIDGEWOOD

Order #/Delivery TAC 013540 11/15/08
APT: 2R Home Phone 917 502 0885 - Call here
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

fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ W0447-RS 7750 12	RS	CASING-CTR. SEAT	FOOD

NO
SWT

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
RS	All seat casings		7C	

ADDITIONAL COMMENTS: Fresh water marks only. Also full of old stains. I will send a photo to T. Dilone.

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/30/10
X VENDOR CODE: 8C6 AMT: \$ 75

Jennifer Customer Service

SERVICE REPORT

DATE: 06/17/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 247401-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: NOAH RABOVSKY
 14403 79TH AVE
 718-301-9112
 FLUSHING

Order #/Delivery LC 071307 9/07/07
 APT: 2A Home Phone 561 702 9351

NY 11367

Work Phone 414 403 3316

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 NEW MILK SSTAIN YOU CLEANED 5 ON
 6/2 PLEASE TAKE PICS & ADVISE SPOT CLEAN RECENT FOOD & BEV
 ONLY PLEASE ADVISE WHERE & WHICH PIECE C/LS/S

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M9715-S 6018 22	S	CASING-CTR. SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	c/rk seat		*16	

ADDITIONAL COMMENTS:

Customer had 1 milk stain on
 S c/rk seat - she called within 7 days.
 Stain removed. There are other old stains present

[] Turn Down [] Follow-Up [X] Complete SERVICE DATE: 6/30/10

X VENDOR CODE: 8C6 AMT: \$ 75

from previous staining. I will send
 photo to T. Dilore.

DATE: 06/16/10

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

6/16

Claim: 247031-00

FROM: Jennifer Warehouse Claim Ctr.

RE: JACQUELINE TAYLOR
10032 198TH ST
HOLLIS NY 11423

Order #/Delivery JLV 013259 10/24/08
APT: PH Home Phone 646 284 3956
Work Phone 646 284 3956

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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ A7455-F 0617 29	F	ARM-RAF IN/OUT	SCRATCHED/NICKED
VENNJ A7455-F 0617 29	F	CASING-CTR. SEAT	SCRATCHED/NICKED
VENNJ A7465-LS 0617 29	LS	BACK-INSIDE	SCRATCHED/NICKED

inspected
no swt

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
CS	front board	+ RAF seat	2B	
SLS	All wings	(cores)	2A	

ADDITIONAL COMMENTS:

① Do at CS front board +
1 corner of RAF seat. ② All cushion cores
of wings are a little flat. I will

[] Turn Down [] Follow-Up [] Complete

SERVICE DATE: 6/30/10

X send photo to T. Dilone

VENDOR CODE: 8C6

AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

DATE: 06/16/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

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

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	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M7551-S	0626 90	S CASING-CTR. BACK	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	inside back (ctr)		2B	

ADDITIONAL COMMENTS: Torn seam - I will send a photo to T. Diore

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 6/20/10
X VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

DATE: 06/16/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 246981-00
FROM: Jennifer Warehouse Claim Ctr.

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

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 FEW TEARS ON CTR S/CAS OF SOFA WHICH WAS ACCIDENTLY CAUSED BY THE CUSTOMER. PLZ CORRECT & PROVIDE A DETAIL REPORT.

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2715-S 0680 29	S	CASING-CTR. SEAT	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	CTR (seat/dub)		2A	
C	CTR seat		2A	

ADDITIONAL COMMENTS: Tears are due to cracking -
I will send a photo T. Dilone

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

Jennifer Customer Service

SERVICE REPORT

DATE: 06/22/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248236-00
FROM: Jennifer Warehouse Claim Ctr.

RE: ADENA FEINBERG
137-14 JEWEL AVE
FLUSHING

Order #/Delivery HC 086240 4/03/09
APT: 28-C Home Phone 917 767 1697
NY 11367 1A Work Phone ~~914 806 0217~~

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 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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B1415-S 6154 35	S	ALL SEAT CASINGS	DRINK/BEVERAGE
VENNJ B1465-LS 6154 35	LS	ALL SEAT CASINGS	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casings		*LC	
LS	All seat casings		*LC	

ADDITIONAL COMMENTS:

Only recent baby formula stains removed. There are also many old baby formula stains also present

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/30/10
X _____ VENDOR CODE: 8C6 AMT: \$ 75

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company:

BC Chem-Dry / DC Corp (390 Inc)

Vendor Code:

806

Date Faxed:

7/2/10

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.

[illegible]

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ **DATE:** _____

TOTAL: \$ TOTAL REPORTS: INVOICED: INITIALS:

Jennifer Customer Service

MEU

SERVICE REPORT

6147

DATE: 06/27/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 249260-00
FROM: Jennifer Warehouse Claim Ctr.

8/10/07

RE: CHRISTINA CEPERO Order #/Delivery AC 902332 8/04/07
293 PLEASANT AVE APT: 6 Home Phone 212 348 6551
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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ V9747-RS	6098 12	RS CASING-LAF SEAT	FOOD

NO SW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
RS	CASF+RAF	seat casings	1C	

ADDITIONAL COMMENTS:

Only fresh food grease removed.
Also has small old stains

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/1/10

X _____ VENDOR CODE: 8C6 AMT: \$ 75

Jennifer Customer Service

S E R V I C E R E P O R T

DATE: 05/27/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 242971-00
FROM: Jennifer Warehouse Claim Ctr.

RE: EDWARD SOYKA
353 EAST 83RD ST
NEW YORK NY 10028

Order #/Delivery JNB 007429 1/05/01
APT: 11B Home Phone ~~201 391 8229~~ No good
Work Phone 212 805 3975

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 JUST SAYS MDSE NEEDS TO BE CLEANED CUST WAS TD 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	SIZE	AREA AFFECTED	TYPE OF DEFECT
SBALT GRETCLAF-Q 739 02	Q	ALL SEAT CASINGS	DRINK/BEVERAGE
SBALT GRETCRAF-S 739 02	S	ALL BACK CASINGS	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	2 seat casings		716	
Q	rest of piece		2A	
S	entire piece		2A	

ADDITIONAL COMMENTS: ① A few fresh water marks removed on (2) Q seat casings. Also has old stains ② QFS need professional

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/1/10

X VENDOR CODE: 8C6 AMT: \$ 7.5
Cleaning/maintenance. Has small old stains

Jennifer Customer Service

SERVICE REPORT

MEU

DATE: 06/24/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248870-00
FROM: Jennifer Warehouse Claim Ctr.

RE: KYLEY SPECTOR Order #/Delivery PRS 050822 6/23/10
401 EAST 80TH STREET APT: 27D Home Phone 201 694 1001
NEW YORK NY 10075 Work Phone 201 615 4999

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: DELIVERED WITH A STAIN ON O/B CHAISE - PLEASE INSPECT AND CORRECT

NATURE OF COMPLAINT: Warranty

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ C6716BLF-C 0100 35	C	BACK-OUTSIDE	DIRT ON DLVRY

AP
JW #

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
5	back outside		1H	
	Chaise back outside		2H	back outside

ADDITIONAL COMMENTS: ① 5-back outside - a stain removed
② Replace Chaise back outside - the fabric is damaged. I will send a photo

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 6/1/10
X VENDOR CODE: 8C6 AMT: \$ 75

to T. Dilone.

DATE: 06/09/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx NY 10462

Phone 917 414 5064

Fax 914 576 2763

Claim: 245615-00

FROM: Jennifer Warehouse Claim Ctr.

6/9

RE: RONNIE GOLAND

200 W 72TH ST

NEW YORK NY 10023

Order #/Delivery JSH 008242 6/09/10

APT: 11-N Home Phone 908 578 8040

Work Phone

(908) 490-0040

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 S/CAS OF THE SOFA

PLEASE INSPECT AND CORRECT

NATURE OF COMPLAINT: Warranty *ce-tle*

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B5355-F 0628 29	F	CASING-RAF SEAT	HOLE (WARRANTY)
	F	2 Bolsters	die T on delivery

TECHNICIAN'S REPORT

no shed

Dispute

SIZE	AREA	TYPE	CODE	COMPONENTS
F	(2) arm bolsters		2M	2 arm bolsters
F	RAF seat casing		2M	RAF seat casing

ADDITIONAL COMMENTS: *1 No delivery damage. These are factory defects - Very deep creases were you can see that wood &*

[] Turn Down

☒ Follow-Up

[] Complete

SERVICE DATE: 7/1/10

X

VENDOR CODE: 8C6

AMT: \$ 30

staples were pressed into the leather. You can see the staple head impressions

Replace RAF seat casing & 2 arm bolsters - I will send a photo to Technician

Jennifer Customer Service

SERVICE REPORT

MWU

DATE: 06/23/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248294-00
FROM: Jennifer Warehouse Claim Ctr.

6/23

Call (320) 237-2886

RE: BIIFTU ABAJEBEL Order #/Delivery JLB 028206 4/26/07
626 RIVERSIDE DR APT: 2-M Home Phone 212 380 6236
MANHATTAN NY 10031 Work Phone ~~212 984 5420~~

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 TEAR IN SLEEPER B/CAS AND CHAISE
TAKE PICS -

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ Z2616LAF-S 0680 29	S	ALL BACK CASINGS	HOLE (UPH.SHIELD)
VENNJ Z2617RAF-F 0680 29	F	ALL BACK CASINGS	HOLE (UPH.SHIELD)

Insert photo of SW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	Inside Back		2B	
S	Inside Back		2B	
S+F	All seat casings		2B	

ADDITIONAL COMMENTS: ① F+S Inside backs are cracking - reason for tears - some are also splitting along the seam.

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/1/10

X VENDOR CODE: 8C6 AMT: \$ 30

② All edges of seat casings of S+F are chipping - wear & tear - I will send a photo to J. Dilone.

Jennifer Customer Service

SERVICE REPORT

DATE: 06/17/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.

Claim: 247215-00

FROM: Jennifer Warehouse Claim Ctr.

Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

RE: JENNIFER COLLADO
 3920 BROADWAY
 NEW YORK

Order #/Delivery JP 025365 2/23/08
 APT: 50 Home Phone 646 702 3238
 Work Phone 917 774 6548

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 WANTS A SECOND OPINION ON HER LS FOR BURNS ON THE LF IOA AND RF IOA AND TH ELF S/CAS
 PLEASE INSPECT AND CORRECT AN PROVIDE A FULL DETAILED REPOR

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2765-LS 0680 29	LS	ARM-RAF IN/OUT	BURN
VENNJ M2765-LS 0680 29	LS	ARM-LAF IN/OUT	BURN
VENNJ M2765-LS 0680 29	LS	CASING-LAF SEAT	BURN

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
LS	LAF arm		2B	
LS	LAF seat casing		2B	
LS	RAF arm		2B	

ADDITIONAL COMMENTS:

Customer is trying to claim that a Hookah did this. It is a middle eastern smoking device, like a bong

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/1/10

X VENDOR CODE: 8C6 AMT: \$ 30

Either way, only cigarette + cigar burns we covered and this is better. I will send photos to T. Dillon

Jennifer Customer Service

SERVICE REPORT

DATE: 06/23/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

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

RE: MARGARITA PASCUAL Order #/Delivery WTT 006685 3/07/07
4877 B-WAY APT: 4F Home Phone 646 465 0070
NEW YORK NY 10034 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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2065-LS 6018 22	LS	CASING-RAF SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
LS	RAF seat	Casings	ALC	

ADDITIONAL COMMENTS:

* Large juice spill removed - Also has a few, small, older stains.

☐ Turn Down☐ Follow-Up☒ Complete

SERVICE DATE:

7/1/10

X

VENDOR CODE: 8C6

AMT: \$

75

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company: BC Chem-Dry / Accept Dry, INC 600

Vendor Code: 866 Date Faxed: 7/5/10 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#	CUSTOMER	SVC DATE	AMT	RECEIVED
<u>HC 085790</u>	<u>250009</u>	<u>A. Williams</u>	<u>7/8/10</u>	<u>75</u>	<input type="checkbox"/>
<u>HCO86460</u>	<u>248769</u>	<u>J. Alberto</u>	<u>7/8</u>	<u>75</u>	<input type="checkbox"/>
<u>HN/016942</u>	<u>247129</u>	<u>E. Figueroa</u>	<u>7/2</u>	<u>75</u>	<input type="checkbox"/>
<u>SAB007984</u>	<u>247905</u>	<u>C. Dedille</u>	<u>7/2</u>	<u>75</u>	<input type="checkbox"/>
<u>SAB008392</u>	<u>250035</u>	<u>D. Belluccio</u>	<u>7/5</u>	<u>75</u>	<input type="checkbox"/>
<u>BA/043740</u>	<u>249345</u>	<u>P. Robinson</u>	<u>7/5</u>	<u>75</u>	<input type="checkbox"/>
<u>WH080547</u>	<u>249671</u>	<u>I. Betisk</u>	<u>7/5</u>	<u>75</u>	<input type="checkbox"/>
<u>JGC016857</u>	<u>250119</u>	<u>H. Soto</u>	<u>7/5</u>	<u>75</u>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
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_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

Jennifer Customer Service

S E R V I C E R E P O R T

Bx

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 250009-00
FROM: Jennifer Warehouse Claim Ctr.

6/25

bell #18

RE: ADRIAN WILLIAMS
4341 ~~4341~~ GUNTHER AVE
BRONX

Order #/Delivery HC 085790 2/01/09
APT: 2D Home Phone 914 310 7413
NY 10466 Work Phone 914 426 2941

8
10

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 JUICE STAINS ON ALL S/CAS ON THE SECTIONAL
PLEASE INSPECT AND CORRECT AND TAKE PICS

NATURE OF COMPLAINT: Upholstery Shield

fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ G8113RAF-S 7970 21	S	ALL SEAT CASINGS	DRINK/BEVERAGE
VENNJ G8116LAF-S 7970 21	S	ALL SEAT CASINGS	DRINK/BEVERAGE

TECHNICIAN'S REPORT

no
sub

SIZE	AREA	TYPE	CODE	COMPONENTS
5	seat	car seat	1C	

ADDITIONAL COMMENTS: This is all that was shown
to be fresh food please remove

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/2/10
X VENDOR CODE: 8C6 AMT: \$ 75

DATE: 06/24/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

Phone 917 414 5064

Fax 914 576 2763

6/24

Claim: 248769-00

FROM: Jennifer Warehouse Claim Ctr.

NY 10462

RE: JUDY ALBERTO

1125 E 212TH ST

BRONX

Order #/Delivery HC 086460 4/19/09

APT: BMST Home Phone 718 652 3396

Work Phone 917 907 0406 CELL

NY 10469

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.

82

102

COMMENTS: C/C HAS A FOOD STAIN ON THE SEAT CASING FROM MILK

CALL CELL

NO SW#

NATURE OF COMPLAINT: Upholstery Shield

ful:-

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B5155-F	7850 12	F CASING-CTR. SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	(2) seat	casing	a/c	

ADDITIONAL COMMENTS: Only a few Fresh water marks removed - Also covered in old stains

I will send a photo to T. Dilao

☐ Turn Down

☐ Follow-Up

☒ Complete

SERVICE DATE: 7/2/10

X

VENDOR CODE: 8C6

AMT: \$ 75

\033&l2a00\033(s0p12h3T@+FNUM[19145762763]

AUTO - FAX Rev 2.10U

Jennifer Customer Service

SERVICE REPORT

DATE: 06/17/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 247129-00

FROM: Jennifer Warehouse Claim Ctr.

RE: ELIZABETH FIGUEROA
2871 GRAND CONCOURSE
BRONX

Order #/Delivery HNY 016942 3/05/08
APT: 2D Home Phone 347 726 3743
10468 AAS1 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 JUICE STAINS-PLS INSPECT AND CORRECT IF COVERED
MICROFIBER MDSE

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B1901-C 7850 94	C	CASING-CTR. SEAT	FOOD
VENNJ B1915-S 7850 94	S	ALL SEAT CASINGS	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
C	CTR seat		7C	
C	rest of piece		2A	
S	All seat casings		7C	
S	rest of piece		2A	

ADDITIONAL COMMENTS:

Only a few fresh water marks removed on seat casings. Also full of old stains + non food/non RU

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/2/10

X VENDOR CODE: 8C6 AMT: \$ 75

1 tanks.

Sx

Jennifer Customer Service

S E R V I C E R E P O R T

6 1/2

DATE: 06/22/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 247905-00
FROM: Jennifer Warehouse Claim Ctr.

RE: CYNTHIA PADILLA Order #/Delivery SAB 007984 3/01/09
1549A WHITE PLAINS RD APT: 3 Home Phone 347 266 3751
BRONX NY 10462 Work Phone 646 306 0005 CELL

93
113

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 FOOD STAINS, WILL SEND SVC TECH
PLS CALL CELL PH#

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B442G-SECT 7970 12	SECT	ALL SEAT CASINGS	FOOD

no SW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
set.	All seat casings		71C	

ADDITIONAL COMMENTS: Fresh pancake syrup removed. Also has old stains

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/2/10
X _____ VENDOR CODE: 8C6 AMT: \$ 75

BK 7/5

BK

Jennifer Customer Service
SERVICE REPORT

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 250035-00
FROM: Jennifer Warehouse Claim Ctr.

6/15

8
10

RE: DEBBIE BELLUCCIO Order #/Delivery SAB 008392 9/09/09
3055 BRUCKNER BLVD APT: PRVT Home Phone 718 904 7434
BRONX NY 10461 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 W FOOD STAIN ON S/CAS
INSPECT AND CORRECT

fabric

No
JWB

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ W0447-RS 7750 12	RS	CASING-CTR. SEAT	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
RS	CTR seat	Carry	1C	

ADDITIONAL COMMENTS: Fresh chocolate stains removed from CTR seat carry

[] Turn Down [] Follow-Up [☒ Complete SERVICE DATE: 7/5/10
X _____ VENDOR CODE: 8C6 AMT: \$ 75

DATE: 06/27/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx NY 10462

Phone 917 414 5064

Fax 914 576 2763

Claim: 249345-00

FROM: Jennifer Warehouse Claim Ctr.

RE: PAMELA ROBINSON

2528 SAINT RAYMOND AVE

718-684-4777

BRONX NY 10461

Order #/Delivery BAY 043740 4/18/07

APT: 2NDFL Home Phone 646 427 9103

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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ A6299-CHB 7850 32	CHB	CASING-CTR. SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Chb	CTR seat	cas	61C	
atts-top			61C	

ADDITIONAL COMMENTS: CTR seat casing & top of ottoman

Fresh milk spill cleaned only - Also has old stains

☐ Turn Down

☐ Follow-Up

☒ Complete

SERVICE DATE: 7/5/10

X _____ VENDOR CODE: 8C6 AMT: \$ 75

BK 715

SERVICE REPORT

DATE: 06/29/10

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 249671-00

FROM: Jennifer Warehouse Claim Ctr.

CLK

RE: IDARMYS BATISTA

218 SAINT ANNS AVE

BRONX NY 10454

Order #/Delivery WH 080547 11/04/07

APT: 3B Home Phone 646 436 1097

Work Phone 646 436 2596 CELL

9
11

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
MFR DEFECTS NOT CVRD!

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ A6025LAF-S 7970 32	S	ALL SEAT CASINGS	DRINK/BEVERAGE
VENNJ A6083RF-CH 7970 32	CH	CASING-CTR. SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

2
JNT#

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casings		1C	
ch	CTR seat casing		1C	
	such rest of piece		2A	

ADDITIONAL COMMENTS: @ Only *fresh water marks removed on all seat casings - Also full of old stains - I will send photo to T. Dilone

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/5/10

X VENDOR CODE: 8C6 AMT: \$ 75

@ Rest of piece has accumulation + Head oil on inside back. I will send a photo to T. Dilone

Bx

Jennifer Customer Service
SERVICE REPORT

DATE: 06/30/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 250119-00
FROM: Jennifer Warehouse Claim Ctr.

H # (647) 269-6917

#7R

RE: HILARIA SOTO
2630 KINGSBRIDGE TER
BRONX NY 10463

Order #/Delivery JGC 026857 11/19/08
Home Phone 646 279 7273
Work Phone 646 279 7273

Q7
1/20

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
VENNJ B5155-F	7850 12	F CASING-CTR. SEAT	FOOD

TECHNICIAN'S REPORT

W
RW#

SIZE	AREA	TYPE	CODE	COMPONENTS
F	CAS seat cary		*1C	
F	CAS on		2B	

ADDITIONAL COMMENTS: ① Fresh water mark removed on CAS seat cary. also has small older stain
② CAS on is soiled + has cat damage

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/5/10
X _____ VENDOR CODE: 8C6 AMT: \$ 75

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company: BC Chem-Dry / BC Carpet Cleaning Inc 510

Vendor Code: 866 Date Faxed: 7/7/10 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 #	CUSTOMER	SVC DATE	AMT	RECEIVED
JLE029626	248642	N. Hossain	7/6/10	30	<input type="checkbox"/>
JNB013414	248766	P. Vittoris	7/6	75	<input type="checkbox"/>
JNB014934	248662	A. Rivera	7/6	30	<input type="checkbox"/>
JLB902378	239547	E. Lotze	7/6	30	<input type="checkbox"/>
JLG902285	248392	D. Lineros	7/6	30	<input type="checkbox"/>
JLV012821	248752	J. Santiago	7/6	75	<input type="checkbox"/>
JAA010711	248788	G. Lowe	7/6	75	<input type="checkbox"/>
JLV901184	249441	E. Aborgye	7/6	30	<input type="checkbox"/>
JLE031296	245847	G. Pineros	7/6	30	<input type="checkbox"/>
JLE014983	250111	D. Smith	7/6	75	<input type="checkbox"/>
JLE036680	245535	F. Barriga	7/6	30	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL: \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

DATE: 06/23/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx NY 10462

Phone 917 414 5064

Fax 914 576 2763

Claim: 248642-00

FROM: Jennifer Warehouse Claim Ctr.

u/c

RE: NOBI HOSSAIN

2446 81ST ST

EAST ELMHURST NY 11370

Order #/Delivery JLE 029626 3/16/07

APT: P/H Home Phone 718 396 8757

Work Phone 917 929 7733

8

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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ W6215-S 0603 29	S	CASING-RAF BACK	HOLE (UPH.SHIELD)

Inspect only

no SN#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	inside back		2m	
S	All seat cings		2m	
CS	All seat cings		2m	
CS	RAF crn panel		2m	

ADDITIONAL COMMENTS: ① Inside back is cracking due to weak spots - Defect. ② CS & S - All seat cings are about to peel - Defect.

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/6/10

X VENDOR CODE: 8C6 AMT: \$ 30

③ CS RAF front crn panel has fallen off - Defect

Jennifer Customer Service

SERVICE REPORT

Q1

DATE: 06/24/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248766-00
FROM: Jennifer Warehouse Claim Ctr.

6/14

RE: PEGGY VITTORIS Order #/Delivery JNB 013414 9/09/07
2220 146TH ST APT: SIDE Home Phone 917 709 0027
WHITESTONE NY 11357 Work Phone 646 209 8323

832
10

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

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2001-C	6018 22	C CASING-CTR. SEAT	FOOD
VENNJ M2065-LS	6018 22	LS ALL SEAT CASINGS	DRINK/BEVERAGE
VENNJ M2075-Q	6018 22	Q ALL SEAT CASINGS	DRINK/BEVERAGE

NO SW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
LS	All seat casing		1C	
LS	rest of piece		2B	
Q	CTR + RNT seat casing		1C	
Q	rest of piece		2R	
C	CTR seat		2B	

ADDITIONAL COMMENTS: ① Only *fresh water marks removed on LS seat casing & Q CTR + RNT seat casing
Also has accumulation ② Rest of LS, Q, C CTR

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/6/10

X sent - need professional cleaning due to accumulation
I will send a photo to T. D. Loe

VENDOR CODE: 8C6 AMT: \$ 75

Jennifer Customer Service
SERVICE REPORT

2.

6/27/6

DATE: 06/23/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248662-00
FROM: Jennifer Warehouse Claim Ctr.

6/27

9/11

RE: ADOLFO RIVERA
200-07 32ND AVE
BAYSIDE NY 11361

Order #/Delivery JNB 014934 9/05/08
Home Phone 917 600 3553
Work Phone 646 712 4657

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 RIP ON ALL B/CAS AND LF IOA ON THE LOVESEAT
PLEASE INPSECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

Duct
I will send photos to T. D. Silan

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M9865-LS 6098 21	LS	ALL BACK CASINGS	HOLE (UPH.SHIELD)
VENNJ M9865-LS 6098 21	LS	ARM-LAF IN/OUT	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
LS	CAT Fawn		2A	
LS	Chair inside back		2B	
LS	All seat casings		2A	
LS	Chair CTR seat casing		2B	
LS	outside back		2B	

ADDITIONAL COMMENTS: ① Customer is trying to pass off paint (possible nail polish) for ~~for~~ yogurt. It is not food - I tested it. It

[] Turn Down [] Follow-Up [X] Complete SERVICE DATE: 7/6/10

X VENDOR CODE: 8C6 AMT: \$30

is some kind of paint on LS CAT Fawn + All seat casings - Along with all stains
Replace nothing ② Moving damage on LS outside back + chair CTR inside back to now
seems - Customer moved here a few months

Jennifer Customer Service
SERVICE REPORT

Q.

DATE: 05/12/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 239547-00
FROM: Jennifer Warehouse Claim Ctr.
All day not yet.

Cancel - needs not only

RE: EDWARD LOTZE
21208 75TH AVE
OAKLAND GARDENS NY 11364
Order #/Delivery JLB 902378 5/10/08
APT: 3F Home Phone 718 740 2486
Work Phone 917 741 7358

Ph

6/2

9:00-11:00
9-1pm

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: I/O B RIPPED. IF TORN BECAUSE OF VELCRO OR COLLATERAL DMG OR MANUFD FCT NOT COVERD

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2715-S	0680 29	S BACK-LAF SADDLE	SCRATCHED/NICKED

no snitch
insight
why

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	CTR back inside cory		2M	
CS	inside back saddle		2M	

ADDITIONAL COMMENTS: ① S cym inside back is torn due to cracking - defect ② Velcro tears up CS inside back saddle - Manufacturer issue.

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/6/10
X VENDOR CODE: 8C6 AMT: \$ 30

I will send photo's to T. D. Jones

Jennifer Customer Service

SERVICE REPORT

DATE: 06/23/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248392-00
FROM: Jennifer Warehouse Claim Ctr.

RE: DAMARIS LINARES Order #/Delivery JLG 902285 1/16/10
8511 COMMONWEALTH BLVD APT: PVT Home Phone 718 343 0274
BELLEROSE NY 11426 Work Phone 917 804 9089

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

SN# 5383206463

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
ASHLE 9160138-S	S	CASING-RAF SEAT	SCRATCHED/NICKED

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	inside back core	CAT	2m	inside back core
S	inside back	CAT	2m	inside back CAT
S	RAF seat casing		2m	RAF seat casing

ADDITIONAL COMMENTS: ① Inside back core, on CAT inside, is under stuffed - But ② CAT inside back is fading - defect re - replace

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/6/10

X VENDOR CODE: 8C6 AMT: \$ 30

inside back - ② RAF seat casing is cracking - Defective - I will send photo

76

AUTO - FAX Rev 2.10U

Jennifer Customer Service

SERVICE REPORT

DATE: 06/24/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx NY 10462

Phone 917 414 5064

Fax 914 576 2763

Claim: 248752-00

FROM: Jennifer Warehouse Claim Ctr.

CLLA

70
123

RE: JOSE SANTIAGO

114-13 167TH ST

JAMAICA NY 11434

Order #/Delivery JLV 012821 2/06/08

Home Phone 908 361 4229

Work Phone 347 644 5451

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 "FURNITURE HAS STAINS ON BOTTOM AND TOP PARTS" PLS SPOT CLEAN RECENT FOOD & BEV STAINS ONLY ASAP CUST CPU'ED & MOVED

MDSE FIX NO HANDLING BICAST & MICROFIBER COMBO WHAT?WHERE?

NATURE OF COMPLAINT: Upholstery Shield

on fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M5632LAF-F 6098 21	F	ALL SEAT CASINGS	FOOD
VENNJ M5683RF-CH 6098 21	CH	ALL BACK CASINGS	DRINK/BEVERAGE

TECHNICIAN'S REPORT

no SWH

SIZE	AREA	TYPE	CODE	COMPONENTS
F	All seat casings		1C	
ch	cr seat casing		1C	
F+ch	rest of pieces		2B	

ADDITIONAL COMMENTS: ① Only a few fresh wte stains removed on all seat casings. Also has many old stains ② F+ch need

[] Turn Down [] Follow-Up [X] Complete SERVICE DATE: 7/6/10

X VENDOR CODE: 8C6 AMT: \$ 75

professional cleaning due to accumulation.

I will send a photo to T. Dilore.

Jennifer Customer Service

S E R V I C E R E P O R T

Q2

DATE: 06/24/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248788-00
FROM: Jennifer Warehouse Claim Ctr.

cell (341) 595-4683

RE: GEORGE LOWE
10753 159TH ST
JAMAICA NY 11433

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

(VI)

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 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

fabric

no sn#

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ Z7315-S	7970 21 S	ALL SEAT CASINGS	FOOD
VENNJ Z7365-LS	7970 21 LS	ALL SEAT CASINGS	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casings		*1L	
LS	All seat casings		*1L	
S&LS	rest of pieces		2B	

ADDITIONAL COMMENTS:

① There was no "Party" - there never is a party when stains are every where. - Only a few fresh soda stains removed on all

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/6/10

X VENDOR CODE: 8C6 AMT: \$ 75

seat casings. Also has many old stains.

② S&LS have old stains, general soiling etc... I will send photos to

T. Dillon

Jennifer Customer Service

SERVICE REPORT

DATE: 06/29/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 249441-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: EDWARD ABOAGYE
 130-20 144TH ST
 S OZONE PK NY 11436

Order #/Delivery JLV 901184 9/18/01
 Home Phone 646 301 7990
 Cell Work Phone (347) 723-1100

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 CUT ON FB, WILL SEND SVC TECH

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
FIF 3290-SO3-S CO 1	S	FRONT BOARD (COMP)	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casing		2A	
C	CTR seat casing		2A	
S	front board		2A	

ADDITIONAL COMMENTS: ① Nothing is wrong with the S front board ② S - All seat casing + C CTR seat has dry rot tears - I will send

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/6/10

X VENDOR CODE: 8C6 AMT: \$ 30

photo to T. Dilore

Jennifer Customer Service

SERVICE REPORT

Q_L

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 249847-00

FROM: Jennifer Warehouse Claim Ctr.

RE: GLADYS PINEROS
8110 135TH ST
BRIARWOOD

Order #/Delivery JLE 031296 12/07/07
APT: 318 Home Phone 917 698 8202
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

center

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	ARM-LAF IN/OUT	HOLE (UPH.SHIELD)	

TECHNICIAN'S REPORT

NO SWH
Inspect

SIZE	AREA	TYPE	CODE	COMPONENTS
F#1	entire piece		2u	
F#2	entire piece		2u	

ADDITIONAL COMMENTS: 2 Full pots - Each one is cracking & peeling + chipping - Defective. I will send photo to T. Dilore

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 9/6/10
X VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

S E R V I C E R E P O R T

Have from 1pm m

Q

DATE: 06/30/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 250111-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: DAWN SMITH
 59-23 72ND ST
 MASPETH

NY 10462
 NY 11378

Order #/Delivery JLE 034983 7/24/09
 APT: 1 Home Phone 917 502 6919
 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 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

no swt

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat cngs		11C	
Q	All seat cngs		11C	

ADDITIONAL COMMENTS: Only * fresh water stains removed
 Also has old stains & general soiling

[] Turn Down

[] Follow-Up

[] Complete

SERVICE DATE:

7/16/10

X

VENDOR CODE: 8C6

AMT: \$

75

Jennifer Customer Service

SERVICE REPORT

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 249535-00
FROM: Jennifer Warehouse Claim Ctr.

RE: FABIO BARRIGA
5908 FLUSHING AVE
MASPETH NY 11378

Order #/Delivery JLE 036680 6/04/10
APT: 1STFL Home Phone 347 287 7401
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 PREVIOUS TECH RPEORT, PLEASE REPAIR NICK IN LEATHER ON
IB OF RC
LEATHERBLEND MDSE

NATURE OF COMPLAINT: Warranty

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B7691-RRC 0611 09	RC	BACK-INSIDE	SCRATCHED/NICKED

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
RC	Back Inside	CTR	214	Back Inside CTR

ADDITIONAL COMMENTS:

This is not repairable to any custom spec. - 4 separate holes - looks like a large staple head pierced it - possibly

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/6/10

X

VENDOR CODE: 8C6

AMT: \$

from box it was shipped in - unable to take photo - too dark.

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company:

BC Chem-Dry/BCCapt Chem Inc (420)

Vendor Code:

866

Date Faxed:

7/7/10

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 #	CUSTOMER	SVC DATE	AMT	RECEIVED
WH082363	248270	D. Buend	7/7/10	30	<input type="checkbox"/>
HNY021792	245369	A. Tranore	7/7	75	<input type="checkbox"/>
JLW019490	250061	X. Campbell	7/7	30	<input type="checkbox"/>
JLW018075	240811	C. Blake	7/7	30	<input type="checkbox"/>
JLB027297	249619	R. Hmiken	7/7	30	<input type="checkbox"/>
HNY021699	246859	M. Rodriguez	7/7	30	<input type="checkbox"/>
HNY019451	240835	J. Bul	7/7	75	<input type="checkbox"/>
TSC015248	245366	J. Lebowitz	7/7	75	<input type="checkbox"/>
EB059758	249759	M. Cohen	7/7	45	<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

Jennifer Customer Service

SERVICE REPORT

mlw

DATE: 06/09/10

Claim: 245569-00

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.

FROM: Jennifer Warehouse Claim Ctr.

6/9

1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

RE: AWA TRAORE
618 W 164TH ST
NEW YORK

Order #/Delivery HNY 021792 6/09/10

APT: 44 Home Phone 347 499 2180

NY 10032

Work Phone

*4
11*

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

fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ C6314RAF-S 0010 30	S	ENTIRE PIECE	DIRT ON DLVRY
VENNJ C6334LAF-S 0010 30	S	ENTIRE PIECE	DIRT ON DLVRY

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
<i>S#1</i>	<i>outside/inside back</i>		<i>1/H</i>	

ADDITIONAL COMMENTS:

stain removed

[] Turn Down [] Follow-Up

[☒] Complete

SERVICE DATE: *7/2/10*

x

Awa. Traore

VENDOR CODE: 8C6

AMT: \$ *75*

Jennifer Customer Service

SERVICE REPORT

m w u

DATE: 06/23/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 248270-00
 FROM: Jennifer Warehouse Claim Ctr.

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
Ch	RAF arm		LM	RAF arm
ch	rest of piece (fabric)		2B	
F	entire piece (fabric)		2A	

ADDITIONAL COMMENTS:

① Defective seam on Ch RAF arm - Replace - I will send a photo to T. Gilmore ② Customer was insisting

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

X VENDOR CODE: 8C6 AMT: \$ 20

on general cleaning, even though there was no fresh stains. She had spilled ketchup and she wiped it clean. The pieces are dingy due to general soiling.

Inspecting
 as
 Smith

Jennifer Customer Service

SERVICE REPORT

Mur

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 250061-00
FROM: Jennifer Warehouse Claim Ctr.

RE: YASMEEN CAMPBELL Order #/Delivery JLW 019490 5/28/08
2185 ADAM CLAYTON 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 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 AND CRACKING-DON'T TOUCH CRACKING-PLS INSPECT AND CORRECT ONLY IF COVERED

NATURE OF COMPLAINT: Upholstery Shield

no sn#

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2775-Q	0680 29	Q ALL SEAT CASINGS	SCRATCHED/NICKED

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
<i>Q</i>	<i>RAF seat casing</i>		<i>2M</i>	

ADDITIONAL COMMENTS: *Only 1 casing was shown to me. RAF seat is about to peel + it is cracking - I will send a photo*

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

X _____ VENDOR CODE: 8C6 AMT: \$ *30*

to T. Dilone

\033&l2a00\033(s0p12h3T@+FNUM[19145762763]

M W U

A U T O - F A X Rev 2.10U

Jennifer Customer Service

S E R V I C E R E P O R T

Andy

DATE: 05/18/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 240811-00
FROM: Jennifer Warehouse Claim Ctr.

can't L/n - Andy
next ymt.

Home # 212-300-4821

RE: LISA BLAKE
145 W 85TH ST
MANHATTAN NY 10024
Order #/Delivery JLW 018075 12/13/06
APT: 2B Home Phone 310 895 1600
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 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

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	LAF back csg		2B	
Q	(2) seat csgs		2B	
Q	Front board wood		2B	

ADDITIONAL COMMENTS: ① LAF inside back is cracking
② 2 seat csgs have dry rot tears ③ wood on front board is bowing out.

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

X _____ VENDOR CODE: 8C6 AMT: \$ 30

no
sw#
Inspect
old

MEU

Jennifer Customer Service

SERVICE REPORT

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 249619-00
FROM: Jennifer Warehouse Claim Ctr.

6/LS

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
MFR DEF'S NOT CVRD

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
LUCA 2458-Q 1213 BR	Q	ALL SEAT CASINGS	HOLE (UPH.SHIELD)
LUCA 2458-LS 1213 BR	LS	ALL SEAT CASINGS	HOLE (UPH.SHIELD)

no seat
insert
ny

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	All seat casing		2B	
LS	All seat casing		2B	
Q	inside back		2B	
LS	inside back		2B	

ADDITIONAL COMMENTS: ① All seat casings are lightly faded ② LS + Q inside back's have open seams. General wear

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

X VENDOR CODE: 8C6 AMT: \$ 30

4 Ter super - even as per customer's own mouth. I will send a photo to T.D. Lane

Jennifer Customer Service

SERVICE REPORT

DATE: 06/15/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx
Phone 917 414 5064
Fax 914 576 2763

Claim: 246859-00
FROM: Jennifer Warehouse Claim Ctr.

RE: MIGUEL RODRIGUEZ
453 E 117TH ST
MANHATTAN

Order #/Delivery HNY 021699 6/12/10
APT: 1A Home Phone 646 204 5032
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
VENNJ M9815-S	6098 21	S BACK-OUTSIDE	HOLE (WARRANTY)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	Back outside	panel	2A	back outside panel

ADDITIONAL COMMENTS:

Replace S Back outside Panel
Large Razer cut - UNREPAIRABLE - I will
send - photo to T. Dilao.

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

X _____ VENDOR CODE: 8C6 AMT: \$ 30

Tue May 18 20:55:40 2010

8

Jennifer Customer Service

SERVICE REPORT

DATE: 05/18/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 240835-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: JOCELYN BULA
 1962 1ST AVE
 NEW YORK

NY 10029

Order #/Delivery HNY 019451 3/04/09
 APT: 3HH Home Phone 646 249 2046
 Work Phone 212 927 1841

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 FOOD & DRINK STAINS ON BCAS & SCAS

Microfiber

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B5155-F 7850 12	F	ALL SEAT CASINGS	FOOD
VENNJ B5155-F 7850 12	F	ALL BACK CASINGS	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	(2) seat casings		1C	
F	Rest of piece		2B	

ADDITIONAL COMMENTS:

① Only (2) seat casings cleaned of fresh soda spills - they also have accumulation
 ② The rest of the

[] Turn Down

[] Follow-Up

[] Complete

SERVICE DATE:

5/17/10

X

VENDOR CODE: 8C6

AMT: \$

75

F is full of accumulation - I will send a photo to T. Dilone.

#1 no good

Call w/next date

new sent Cosaps

no sent

12
2

100⁺ ST

10-2

HNY 019451

(347) 745-0320

MEU

Jennifer Customer Service

SERVICE REPORT

DATE: 06/08/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 245366-00
FROM: Jennifer Warehouse Claim Ctr.

customer had a baby - vomit
+ on 6/17

RE: JILL LEBOWITZ
240 E 76TH STREET
NEW YORK NY 10021
Order #/Delivery TSC 015248 1/20/01
APT: 8K Home Phone 212 327 1053
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

fabric

42

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
F	(2) seat casings		4C	
oh	CTR seat casing		4C	

ADDITIONAL COMMENTS:

Top of seat casings cleaned -
fresh milk bottle stains left - Also has
baby spit up, old stains etc...

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

X VENDOR CODE: 8C6 AMT: \$ 75

Jennifer Customer Service

SERVICE REPORT

MEC

DATE: 06/29/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 249759-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: MEREDITH COHEN
 201 E 25TH ST
 MANHATTAN

Order #/Delivery EB 059758 6/17/09
 APT: 6-K Home Phone 732 309 6101
 NY 10010 Work Phone 908 208 4412 *her mom*

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 STATES SCRATCH IN LEATHER ARM OF SOFA. PLZ INSPECT AND CORRECT.

NATURE OF COMPLAINT: Upholstery Shield

3 month grace period

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B7516LAF-S 0692 29	S	ARM-LAF IN/OUT	SCRATCHED/NICKED

TECHNICIAN'S REPORT

no sent

SIZE	AREA	TYPE	CODE	COMPONENTS
S	LAF seat casing		7C	
F	RAF seat casing		2m	
F	RAF arm		2m	

ADDITIONAL COMMENTS:

① Finger nail scrape repaired on S LAF seat casing
 ② Replace F RAF seat casing (removable) + F RAF arm - both have

[] Turn Down [4] Follow-Up [] Complete SERVICE DATE: 7/7/10

X VENDOR CODE: 8C6 AMT: \$ 45

spots that peel off - Defect - 3 month grace period. Unable to take photo - too dark.

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company: BC Chem-Dry/BCC Carpet Dry 510

Vendor Code: 866 Date Faxed: 7/9/10 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 #	CUSTOMER	SVC DATE	AMT	RECEIVED
JC041232	250939	A. Celin:	7/8/10	75	<input type="checkbox"/>
JC041103	249723	D. McKenna	7/8	75	<input type="checkbox"/>
JC037955	235779	C. Dierksen	7/8	75	<input type="checkbox"/>
PR5048976	246721	C. Gucic	7/8	30	<input type="checkbox"/>
PR5046930	251079	M. Job	7/8	30	<input type="checkbox"/>
JLN010278	245698	C. Miller	7/8	95	<input type="checkbox"/>
JC041470	227191	B. Chivamant	7/8	75	<input type="checkbox"/>
JLN008862	246992	Kirsch	7/8	30	<input type="checkbox"/>
JC041593	241355	M. Lord	7/8	75	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL: \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

Jennifer Customer Service

S E R V I C E R E P O R T

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

Claim: 250939-00
FROM: Jennifer Warehouse Claim Ctr.

RE: ANTHONY CELINI
31 CATHERINE ST
NYACK NY 10960

Order #/Delivery JC 041232 6/26/08
Home Phone 845 596 5654
Work Phone 845 512 8329

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 SEVERAL SPOTS THAT THEY NEED / WANT
CLEANED "MOST RECENT" RED WINE PLS SPOT CLEAN RECENT FOOD &
BEV STAINS ONLY ASAP KODEYAMA@GMAIL.COM

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M9015-S	6164 10	S ALL SEAT CASINGS	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	(2) seat casings		1C	
S	rest of piece		2B	
	ottom entire piece		2B	

ADDITIONAL COMMENTS:

There are so many stains - hard to tell which are fresh - (2) seat casings cleaned - removed some fresh stuff. One on

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/8/10
X VENDOR CODE: 8C6 AMT: \$ 75

Casings a huge coffee stain would not come off, but who can tell how old it is - I will send a photo to T. Diloe @ The entire piece has been with in S & ottoman.

R

6/29/10

Jennifer Customer Service
SERVICE REPORT

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 249723-00
FROM: Jennifer Warehouse Claim Ctr.

RE: DIANE MCKENNA Order #/Delivery JC 041103 5/01/08
44 NORMANDY VILLAGE APT: 14 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.

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

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M8716LAF-S 7850 20	S	ALL BACK CASINGS	DRINK/BEVERAGE
VENNJ M8717RAF-Q 7850 20	Q	ALL SEAT CASINGS	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	(2) seat casings		* 1C	
Q	rest of piece		2B	
J	entire piece		2B	
C	entire piece		2B	

ADDITIONAL COMMENTS: ① Customer wanted general cleaning. 2 seat casings on Q cleaned for a few fresh water stains. - Also has old stains.

[] Turn Down [] Follow-Up [X] Complete SERVICE DATE: 7/8/10
X VENDOR CODE: 8C6 AMT: \$ 75

② Q, U & ch need professional clean.

Jennifer Customer Service

SERVICE REPORT

R

DATE: 04/21/10

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 235779-00

FROM: Jennifer Warehouse Claim Ctr.

RE: CATHY DIERCKSEN
22 W PALISADES AVE
NANUET

NY 10954

Order #/Delivery JC 037955 7/24/05

Home Phone 845 627 6006

Work Phone 914 522 4126

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 W BEV STAINS ON SOFA
ON SOFA AND LS S/CAS
PLZ INSPECT AND CORRECT

fabric

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

WOSNT#

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	(3) seat casings		9C	
Q	rest of piece		2B	
LS	rest of piece CAT seat case		1C	
LS	rest of piece		2B	

ADDITIONAL COMMENTS: (1) Customer thought general cleaning was included. (3) Q seat casings cleaned of a few fresh water marks - also has old stains

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/18/10

X VENDOR CODE: 8C6 AMT: \$ 75

① MRS. A. M. used general cleaning
② LS CAT seat casings cleaned of a fresh water stain - also has small old stains
③ Q needs professional cleaning.

Jennifer Customer Service

SERVICE REPORT

NJC

DATE: 06/15/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 246721-00
FROM: Jennifer Warehouse Claim Ctr.

RE: CHELSEA GARCIA
14 TROMMEL DR
MAHWAH NJ 07430

Order #/Delivery PRS 048976 11/11/07
Home Phone 201 529 2075
Work Phone 201 638 0421

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 HOLE IN LS IOB
ALSO UNKNOWN STAIN
ON S.CAS OF SOFA INSPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
LUCA 2458-S3M 1213 BR	S	ALL SEAT CASINGS	DRINK/BEVERAGE
LUCA 2458-LS 1213 BR	LS	BACK-INSIDE/OUTSIDE	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casing		2A	
LS	CAT inside back		2B	
S	Frame (pedicle neck)		2B	

ADDITIONAL COMMENTS:

① S - all seat casings are faded.
CTR seat of S has large fade. Customer
claims to have chewed sticky food from

[] Turn Down [] Follow-Up [X] Complete SERVICE DATE: 7/8/10
X VENDOR CODE: 8C6 AMT: \$ 30

it - Now there is a fade mark
② S frame is broken under S
③ LS - CAT inside back is misshapen
crack/tear close to seam - you can
tell piece was grabbed & pulled on.

250#
inspect all
I will
send
photo's
to
J.D. Lm

Jennifer Customer Service

NJC

S E R V I C E R E P O R T

DATE: 07/06/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 251079-00
FROM: Jennifer Warehouse Claim Ctr.

RE: MARK JOB Order #/Delivery PRS 046930 1/08/06
5 KAYETON RD APT: PH Home Phone 201 236 0622
ALLENDALE NJ 07401 Work Phone 212 854 2340

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 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

no SN#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
th	top		2B	
Q	(2) seat cushions		2B	
CS	RAF seat cushion		2B	

ADDITIONAL COMMENTS: ① Customer says daughter sat on the top & caused tear - actually att. top is cracking I so that is why it happened

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/8/10
X _____ VENDOR CODE: 8C6 AMT: \$ 30

② Q (2) seat cushions are peeling ③ CS RAF seat is cracking - I will send photos to T. Dillon.

Jennifer Customer Service

SERVICE REPORT

DATE: 06/10/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 245698-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: CHARLES MILLER
 18 FOREST GLEN RD
 VALLEY COTTAGE NY 10989

Order #/Delivery JLN 010278 4/30/09
 Home Phone 845 268 2267
 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 TEAR ON THE O/BACK ON BOTH SOFAS

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS L4803-RS ANTA ST	RS	BACK-OUTSIDE	HOLE (UPH.SHIELD)
KLAUS L4803-RS ANTA ST	RS	BACK-OUTSIDE	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
RS#1	outside arm panel	RAF	2M	
RS#2	outside back panel		2M	
RS#2	inside back		7L	

ADDITIONAL COMMENTS:

Both are manufacturer defects
 Metal banding, under the leather is cutting
 through from the inside out. Replace

[] Turn Down [☒] Follow-Up [] Complete SERVICE DATE: 7/8/10

X

VENDOR CODE: 8C6

AMT: \$

RS RAF arm outside panel (this is
 were Redder neck fits onto).

② Replace RS outside back panel.

③ Finish nail some repaired on inside back
 RAF of RS#1.

RS#1 SN# 9972193032
 RS#2 SN# 9972193033

3 month grace &
 period

Insert
 only

Jennifer Customer Service

SERVICE REPORT

R

DATE: 03/16/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 227191-00
FROM: Jennifer Warehouse Claim Ctr.

RE: BARBARA CHIARAMONT
15 MOUNTAIN VIEW AVE
SUFFERN NY 10901

Order #/Delivery JC 041470 10/11/08
Home Phone 845 368 1349
Work Phone 845 825 0008

W 201 768-7300 Ext 1988

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 MILK STAINS ON FURN

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS 38050PP-Q GROU OL	Q	CASING-CTR. SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	2 sat casing		1C	
Q	1st row	resil	1C	
Q	rest of piece		7C	

ADDITIONAL COMMENTS:

① Only a few fresh milk stains removed - customer also has old stains.

② Customer needs to call within 7 days

[] Turn Down [] Follow-Up [X] Complete SERVICE DATE: 7/8/10

X VENDOR CODE: 8C6 AMT: \$ 75

if incident. She had type marks, to mark the stains, on entire sofa. She was expecting all stains to be addressed that would mean cleaning entire sofa.
③ Piece needs general cleaning due to small old stains.

Jennifer Customer Service

SERVICE REPORT

DATE: 06/16/10

Claim: 246992-00

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.

FROM: Jennifer Warehouse Claim Ctr.

Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763RE: JOAN/GERLD KIRSCH
23 BROOK ST
SPRING VALLEY

NY 10977

Order #/Delivery JLN 008862 8/04/05
Home Phone 845 406 3588
Work Phone 201 390 7138 CELLINSTRUCTIONS: 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 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	SIZE	AREA AFFECTED	TYPE OF DEFECT
SPHER 1701L-C SEDO GR	C	FRONT BOARD (COMP)	HOLE (UPH. SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
C	front board	frame	2M	
C	front board	center	see board	
S	front board		2D	

ADDITIONAL COMMENTS: ① Frame on C has dropped
this has caused collateral damage to
center on front board as the wood frame

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/8/10

X VENDOR CODE: 8C6 AMT: \$ 30

broke through the center - Defect. I will
send a photo to T. DiIore

② S front board has a fade mark.

Jennifer Customer Service

SERVICE REPORT

DATE: 05/19/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 241355-00
FROM: Jennifer Warehouse Claim Ctr.

RE: MARIA LORD Order #/Delivery JC 041593 10/19/08
1 E MAIN ST APT: 5 Home Phone 845 893 4251
STONY POINT NY 10980 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 W FOOD STAINS ON S/CAS
PLZ INSPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B6213RAF-S 7970 32	S	ALL SEAT CASINGS	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	CTR seat cng		7C	

ADDITIONAL COMMENTS:

Fresh food grease removed.

☐ Turn Down☐ Follow-Up☒ Complete

SERVICE DATE:

7/8/10

X

VENDOR CODE: 8C6

AMT: \$

75

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company: BC Chem-Dry/BC Carpet Cleaning

Vendor Code: 866 Date Faxed: 7/11/10 Date Received: _____

330

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 #	CUSTOMER	SVC DATE	AMT	RECEIVED
BAY038294	248644	J. Singleton	7/9/10	45	<input type="checkbox"/>
BAY046355	249608	P. Spruill	7/9	30	<input type="checkbox"/>
SAB008870	248918	C. Perille	7/9	45	<input type="checkbox"/>
BAY012196	248558	J. Pope	7/9	30	<input type="checkbox"/>
JGC025713	249428	C. Osei	7/9	30	<input type="checkbox"/>
HNY016505	247892	V. Rodriguez	7/9	30	<input type="checkbox"/>
JGC014030	251088	R. Rhyner	7/9	30	<input type="checkbox"/>
JGC021114	249772	N. Fogel	7/9	30	<input type="checkbox"/>
JPO26526	248830	A. Thon	7/9	30	<input type="checkbox"/>
JLY023358	249714	P. Dillelt	7/9	30	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
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_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL: \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

Jennifer Customer Service

SERVICE REPORT

Bt

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 249644-00
FROM: Jennifer Warehouse Claim Ctr.

RE: JACKIE SINGLETON
801 TILDEN ST
BRONX

Order #/Delivery BAY 038294 12/18/02
APT: 30F Home Phone 718 881 0933
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 SAYS THAT THERE MILK STAINS ON ALL S/CAS OF THE SOFA
PLEASE INSPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
FIF 3287-SO3-S BK 3	S	ALL SEAT CASINGS	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	CTR seat casing		7C	
L	rest of piece		2R	

ADDITIONAL COMMENTS: ① Sticky gum removal
CTR seat - the rest of the
set needs reform maintenance decal

[] Turn Down [] Follow-Up [X] Complete SERVICE DATE: 7/5/10

X _____ VENDOR CODE: 8C6 AMT: \$ 45

Jennifer Customer Service

SERVICE REPORT

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

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

RE: PATRICIA SPRUILL Order #/Delivery BAY 046355 12/17/08
1329 ALLERTON AVE APT: 2NDFL Home Phone 718 655 0355
BAYCHESTER NY 10469 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	DRINK/BEVERAGE
VENNJ M9565-LS 0611 09	LS	ALL SEAT CASINGS	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casings		2M	

ADDITIONAL COMMENTS:

Only S is affected - Defective
massively peeling - defect. I will send
a photo for T.M. file.

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/9/10
X VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

S E R V I C E R E P O R T

DATE: 06/24/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248918-00
FROM: Jennifer Warehouse Claim Ctr.

RE: CARMEN PARILLA
2120 RANDALL AVE
BRONX

Order #/Delivery SAB 008870 6/23/10
APT: 3D Home Phone 347 851 4119
NY 10473 Work Phone 646 549 9110

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 RAF-S ON THE IOB OF THE SECTIONAL
PLEASE INSPECT AND CORRECT

NATURE OF COMPLAINT: Warranty

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ A7313RAF-S 0611 09	S	BACK-INSIDE/OUTSIDE	HOLE (WARRANTY)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	Back outside panel		7H	

ADDITIONAL COMMENTS:

☐ Turn Down ☐ Follow-Up☒ Complete

SERVICE DATE:

7/9/10

X Shepina Lescalle

VENDOR CODE: 8C6

AMT: \$

45

Jennifer Customer Service

SERVICE REPORT

DATE: 06/23/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

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

RE: JAMES POPE Order #/Delivery HNY 013196 8/23/06
 941 LEGGETT AVE APT: 5E 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 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	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2775-Q 0680 29 Q	Q	ALL BACK CASINGS	SCRATCHED/NICKED
VENNJ M2775-Q 0680 29 Q	Q	CASING-CTR. SEAT	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	(2) seat casings		2B	
Q	All inside seat casings		2B	
CS	CAF inside back casing		2B	

ADDITIONAL COMMENTS:

① Q - 2 seat casings + All inside back casings are cracked + peeling
 ② CS - CAF inside back casing peeling

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/5/10

X VENDOR CODE: 8C6 AMT: \$ 30

I will send photos to T. Diore

\033&l2a00\033(s0p12h3T@+FNUM[19145762763]

A U T O - F A X Rev 2.10U

Jennifer Customer Service

S E R V I C E R E P O R T

DATE: 06/29/10

Claim: 249428-00

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: LILY OSEI

Order #/Delivery JGC 025713 5/30/08

1057 SHERIDAN AVE

APT: 5C

Home Phone 347 284 5387

BRONX

NY 10456

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 BOTH SOFA & LS HAS TEARS, WILL SEND SVC TECH
MFR DEF'S NOT CVRD!

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
UNITE 7559-S NOBL CA	S	ALL SEAT CASINGS	HOLE (UPH.SHIELD)
UNITE 7559-LS NOBL CA	LS	ALL BACK CASINGS	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All back casing		2m	
S	(2) seat casing		2m	
LS	RAF seat casing		2m	

ADDITIONAL COMMENTS:

① Small back casing + 2 seat casings were cracking & peeling. OCS
LAF seat casing is about to crack.

[] Turn Down

[] Follow-Up

[] Complete

SERVICE DATE:

7/9/10

X

VENDOR CODE: 8C6

AMT: \$

30

Defective - I will send photos to T. Dilone.

Jennifer Customer Service

S E R V I C E R E P O R T

DATE: 06/22/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 247892-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: VALERIE RODRIGUEZ
 317 E 178TH ST
 BRONX NY 10457

Order #/Delivery HNY 016505 12/02/07
 APT: 3L Home Phone 718 872 6339
 Work Phone 718 682 6295

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 IS A SCRAPE ON L/S SEAT CASING CHECK FOR
 ACCIDENTAL DAMAGE ONLY AND TAKE PICS
 LEATHERBLEND MDSE

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ K0865-LS 0611 09	LS	CASING-CTR. SEAT	SCRATCHED/NICKED

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
CS	CAF seat casing		2M	
S	ALL seat casing		2B	
S	spring		2M	

ADDITIONAL COMMENTS: ① Peeling on CS - defect. ② Edges
 of S are worn - wear tear ③ S springs
 broken - defect - I will send

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/9/10

X VENDOR CODE: 8C6 AMT: \$ 30

a photo to T. Dillon

no jnt#
 inspect
 ly

7/9

Jennifer Customer Service
SERVICE REPORT

B2

DATE: 07/06/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 251088-00
FROM: Jennifer Warehouse Claim Ctr.

7/4

*at my Bell is on
writing Pl. south*

RE: RHONDA RHYMER Order #/Delivery JGC 014030 11/30/02
150 W BURNSIDE AVE APT: 1-I Home Phone 718 583 8272
BRONX NY 10453 Work Phone 212 331 3444

11

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 HER NIECE SCRATCHED THE LAETHER CAUSING IT TO SPLIT OPEN ON LF S/CAS OF THE SOFA. PLEASE CORRECT & PROVIDE A DETAIL REPORT.

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
FIF 3535-SO3-S PT 3	S	CASING-LAF SEAT	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
<i>5</i>	<i>All seat csgs</i>		<i>2B</i>	

ADDITIONAL COMMENTS: *This is worst tear - dry rot splits - I will send a photo to T. Dilore.*

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: *7/9/10*
X _____ VENDOR CODE: 8C6 AMT: \$ *30*

\033&l2a00\033(s0p12h3T@+FNUM[19145762763]

A U T O - F A X Rev 2.10U

Jennifer Customer Service

S E R V I C E R E P O R T

DATE: 06/29/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 249772-00

FROM: Jennifer Warehouse Claim Ctr.

RE: NATASHA FOGLE
 2316 ANDREWS AVE
 BRONX

Order #/Delivery JGC 021114 3/22/06
 APT: 43 Home Phone 718 364 7331
 NY 10468 Work Phone ~~347 821 5364~~

347 821-6364

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 TEAR ON S/CASING ON CHAIR

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2701-C 0680 29	C	CASING-CTR. SEAT	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
C	CTR seat	casing	2B	
C	CTR inside back		2B	
S	both ends		2B	
S	CTR + NAT inside back		2B	

ADDITIONAL COMMENTS:

① C CTR seat + inside back have cracking dry rot ② Edges of both ends + 2 back cushions have wear + tear

[] Turn Down

[] Follow-Up

[☒] Complete

SERVICE DATE:

7/9/10

X

VENDOR CODE: 8C6

AMT: \$

300

along the edges
 to T. Dilone

- I will send photos

Jennifer Customer Service

SERVICE REPORT

DATE: 06/24/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx

NY 10462

Phone 917 414 5064

Fax 914 576 2763

Claim: 248830-00

FROM: Jennifer Warehouse Claim Ctr.

RE: ADELINA THEN
 2857 SEDGWICK AVE
 BRONX

NY 10468

Order #/Delivery JP 026526 10/05/08

APT: 5A Home Phone 917 545 5965

Work Phone 917 544 5279

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 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	S	ARM PILLOW COMPLETE	HOLE (UPH.SHIELD)
VENNJ M9865-LS 6098 21	LS	BACK-INSIDE/OUTSIDE	SCRATCHED/NICKED

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	(1) back inside casing		2B	
S	(1) arm pillow		2B	
S	outside back panel		2B	
LS	outside back panel		2B	

ADDITIONAL COMMENTS: ① Dog has chewed corners of 1 back casing & 1 arm pillow of S ② Customer has 3 stools jammed against the wall

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/9/10

X

VENDOR CODE: 8C6

AMT: \$ 30

so the outside backs are smashed & full of paint. I will send photo's to J. Dilore

no
 S/N#
 Inspected
 only

Jennifer Customer Service
SERVICE REPORT

W1

DK719

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

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

6/14

RE: PAUL DILLET
21 CENTRAL PARK AVE
YONKERS NY 10705
Order #/Delivery JLY 023358 4/11/10
APT: 2-F Home Phone 917 886 9386
Work Phone

130
321

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

center

Inspect
no swt

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

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	RAF seat casing		2m	RAF seat casing

ADDITIONAL COMMENTS: RAF seat casing is cracking - defective
Replace RAF seat casing - I will send photo to T. Dilore

[] Turn Down [x] Follow-Up [] Complete SERVICE DATE: 7/9/10
X _____ VENDOR CODE: 8C6 AMT: \$ 30

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company: BC Chem-Dry/BC Carpet Care 495

Vendor Code: 866 Date Faxed: 7/13/10 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 #	CUSTOMER	SVC DATE	AMT	RECEIVED
<u>HNY019519</u>	<u>245295</u>	<u>C. Driver</u>	<u>7/12/10</u>	<u>30</u>	<input type="checkbox"/>
<u>LC069819</u>	<u>249782</u>	<u>S. Dantzer</u>	<u>7/12</u>	<u>75</u>	<input type="checkbox"/>
<u>BED003897</u>	<u>248948</u>	<u>S. Boney</u>	<u>7/12</u>	<u>30</u>	<input type="checkbox"/>
<u>BC071762</u>	<u>241442</u>	<u>S. Brown</u>	<u>7/12</u>	<u>30</u>	<input type="checkbox"/>
<u>PSL006987</u>	<u>249927</u>	<u>E. Dixon</u>	<u>7/12</u>	<u>30</u>	<input type="checkbox"/>
<u>PSL011462</u>	<u>241347</u>	<u>B. Romero</u>	<u>7/12</u>	<u>75</u>	<input type="checkbox"/>
<u>JLK018083</u>	<u>247174</u>	<u>D. Leunk</u>	<u>7/12</u>	<u>30</u>	<input type="checkbox"/>
<u>JLK019241</u>	<u>248311</u>	<u>A. Ruiz</u>	<u>7/12</u>	<u>30</u>	<input type="checkbox"/>
<u>JAA009784</u>	<u>250728</u>	<u>B. Pesantez</u>	<u>7/12</u>	<u>30</u>	<input type="checkbox"/>
<u>JLK016985</u>	<u>246857</u>	<u>A. Rios</u>	<u>7/12</u>	<u>30</u>	<input type="checkbox"/>
<u>KP007035</u>	<u>238902</u>	<u>J. Cidet</u>	<u>7/12</u>	<u>30</u>	<input type="checkbox"/>
<u>BAED007562</u>	<u>246762</u>	<u>E. Williams</u>	<u>7/12</u>	<u>75</u>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL: \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

Jennifer Customer Service

SERVICE REPORT

DATE: 06/08/10

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 245295-00
FROM: Jennifer Warehouse Claim Ctr.

RE: CYNTHIA DRIVER
20 N 5TH ST
BROOKLYN

Order #/Delivery HNY 019519 5/01/09
APT: 408 Home Phone 718 388 3328
Cell Phone (347) 440-9277

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 CIG BURN-PLS INSPECT AND CORRECT
LTHR MDSE

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B7615-S 0634 09	S	BACK-INSIDE	BURN

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	CAT inside back	Lack	2B	

ADDITIONAL COMMENTS:

Not done by a cigarette or a cigar. Lamp fell over & the light bulb burned the CAT inside back.

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/12/10

X VENDOR CODE: 8C6 AMT: \$ 30

I will send a photo to T. Dilos

Jennifer Customer Service

B1

6/29/10

SERVICE REPORT

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 249782-00
FROM: Jennifer Warehouse Claim Ctr.

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

83
103

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

fabriz

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M5632LAF-F 6098 21	F	ALL BACK CASINGS	FOOD
VENNJ M5632LAF-F 6098 21	F	ALL SEAT CASINGS	FOOD
VENNJ M5683RF-CH 6098 21	CH	CASING-CTR. SEAT	FOOD

NO SW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	2 seat casings		1C	
ch	ctr seat casing		1C	
F+ch	rest of pieces		2B	

ADDITIONAL COMMENTS: ① Fresh juice stains removed only - Also has old stains ② F+ch have old stains + need professional cleaning.

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/12/10
X VENDOR CODE: 8C6 AMT: \$ 75

Jennifer Customer Service

S E R V I C E R E P O R T

DATE: 06/24/10

Claim: 248948-00

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: SANDRA BONEY

Order #/Delivery BED 003897 9/09/06

280 HERKIMER ST

APT: 4 S Home Phone 347 852 7035

BROOKLYN

NY 11216

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 SAYS THAT THERE IS A HOLE ON THE CTR S/CAS OF THE CHAIR
PLEASE INSPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ Z4901-C 0680 09	C	CASING-CTR. SEAT	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
C	CTR seat		2C	CTR seat casing

ADDITIONAL COMMENTS:

① Replace C CTR seat casing.
Sharp object was on casing and someone
sat down - Unrepairable - The casing is

☐ Turn Down☒ Follow-Up☐ Complete

SERVICE DATE:

7/12/10

X

VENDOR CODE: 8C6

AMT: \$

30

re newable - unable to take photo

Jennifer Customer Service

SERVICE REPORT

DATE: 05/20/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 241442-00
FROM: Jennifer Warehouse Claim Ctr.

RE: STEPHAN BROWN
145 LINCLON RD
BROOKLYNN

Order #/Delivery BC 071762 12/13/06
APT: 4G Home Phone 917 450 6957
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 2 SEAT CASINGS HAVE TEARS, WILL SEND SVC TECH

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2775-Q 0680 29	Q	ALL SEAT CASINGS	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	All seat casings		2B	

ADDITIONAL COMMENTS:

Cut surges + 2 seat casings
also are peeling - looks like cut surges
caused the peeling.

[] Turn Down [] Follow-Up [☒] Complete SERVICE DATE: 7/12/10

X VENDOR CODE: 8C6 AMT: \$ 30

Inspect only
no SW#

Jennifer Customer Service

S E R V I C E R E P O R T

DATE: 06/29/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 249927-00
FROM: Jennifer Warehouse Claim Ctr.

RE: ESTER M. DIXON
232 5TH AVE
BROOKLYN

NY 11215

Order #/Delivery PSL 006987 9/13/05

APT: 3 Home Phone 347 463 0675

Work Phone ~~718 431 1013~~

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
LTHR MDSE

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ Z2617RAF-F 0680 29	F	CASING-LAF SEAT	HOLE (UPH.SHIELD)
VENNJ Z2617RAF-F 0680 29	F	CASING-RAF BACK	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	Entire piece		2A	

ADDITIONAL COMMENTS:

Everything is cracking & peeling
That is the reason for any and all
tears. I will send a photo to T. Dillme

[] Turn Down [] Follow-Up [☒ Complete SERVICE DATE: 7/12/10

X _____ VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

DATE: 05/19/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 241347-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: BEATRIZ ROMERO
 37 CENTRE MALL
 BROOKLYN

Order #/Delivery PSL 011462 2/26/09
 APT: 5D Home Phone 347 495 4816
 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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M9875-Q	6098 21	Q LAF FRONT ARM PANEL	BURN

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	Both arms (leather)		2B	
Q	(2) seat cushions (fabric)		7C	

ADDITIONAL COMMENTS:

① Both seat cushions cleaned of fresh water marks only. Also has old stains ② Both arms are destroyed

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/12/10

X VENDOR CODE: 8C6 AMT: \$ 75

by a cat. No one in the apartment could show me a cigarette burn. If customer calls back, claiming to have cigarette burns, she is trying to get comps because of the cat damage.

(347) 763-0698

no spot

feb 12

I will send photo to J. Silva

Jennifer Customer Service

SERVICE REPORT

DATE: 06/17/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.

Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 247174-00

FROM: Jennifer Warehouse Claim Ctr.

RE: DMITRIY LEVAK

354 ~~BAY RIDGE PKWY~~
 BROOKLYN

NY 11209

Order #/Delivery JLK 018083 8/10/08

APT: 4-D Home Phone 917 224 0425

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

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

SIZE	AREA	TYPE	CODE	COMPONENTS
otto	wood		2B	
otto	top		2B	

ADDITIONAL COMMENTS:

① Wood on interior top
 have wear+Tear marks. ② Otto top
 leather has light cut scrapes + dents

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/12/10

X _____ VENDOR CODE: 8C6 AMT: \$ 30
 from - Flat panel T.V. wear+Tear

Inspect
 no
 SW#

OK 7/11

LC

11/2
 12

Jennifer Customer Service

SERVICE REPORT

DATE: 06/23/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248311-00
FROM: Jennifer Warehouse Claim Ctr.

RE: ALBA RUIZ
2737 W 33RD ST
BROOKLYN

NY 11224

Order #/Delivery JLK 019241 6/20/10
APT: 1-C Home Phone 718 496 5729
Work Phone 347 335 9089

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 SAID ARM OF CHAIR LF IOA HAS SCRATCH
INSPECT AND CORRECT

NATURE OF COMPLAINT: Warranty

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
ASHLE 9460320-C	C	ARM-LAF IN/OUT	SCRATCHED/NICKED

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
C	RAF arm		2H	RAF arm

ADDITIONAL COMMENTS:

Unrepairable - Replace RAF
arm - to do for a photo. T.D. Inc

[] Turn Down [☒] Follow-Up [] Complete SERVICE DATE: 7/12/10
X _____ VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

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

Claim: 250728-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: BENITO PESANTEZ
 2746 BRIGHTON 7TH STREET
 BROOKLYN NY 11235

Order #/Delivery JAA 009784 12/16/06

Home Phone 347 673 6799

Work Phone (917) 285-6615

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 SCRATCHES ON S/CASING

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2715-S	0680 29	S CASING-CTR. SEAT	SCRATCHED/NICKED

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	Entire piece		2B	
CS	All inside back		2A	
CS	Left arm		2B	
C	Both arms		2A	

ADDITIONAL COMMENTS:

① Entire piece is cracked - S
 ② CS - Left arm + All inside back are cracked
 ③ C - Both arms - I will send a

[] Turn Down [] Follow-Up [☒ Complete SERVICE DATE: 7/12/10

X VENDOR CODE: 8C6 AMT: \$ 30

photo to T.D. / me

Jennifer Customer Service

SERVICE REPORT

DATE: 06/15/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 246857-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: ARLENE RIOS
 2470 E 15TH ST
 BROOKLYN

Order #/Delivery JLK 016985 2/20/07
 APT: 2NDFL Home Phone 718 743 6830
 NY 11235 Work Phone 347 276 4875

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 HOLE PUNCTURE ON CTR B/CAS & CTR S/CAS OF THE CHAIR THIS WAS ACCIDENTLY CAUSED BUY CUST JEANS. PLEASE CORRECT & PROVIDE A DETAIL REPORT.

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2701-C 0680 29	C	CASING-CTR. BACK	HOLE (UPH.SHIELD)
VENNJ M2701-C 0680 29	C	CASING-CTR. SEAT	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
C	CTR to side back		2A	
C	RAF arm		2A	
S	All seat casings		2B	
S	2 inside back casings		2B	

ADDITIONAL COMMENTS: (1) C inside back is cracking (2) Tear on C RAF arm is there because frame is broken.
 (2) All seat casings & 2 inside back casings are

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/12/10

X VENDOR CODE: 8C6 AMT: \$ 30

cracking - I will send photos to T. DiLore

Inspects only
no snuff

B2

\033&l2a00\033(s0p12h3T@+FNUM[19145762763]

A U T O F A X Rev 2.10U

Jennifer Customer Service

OK 7/12

S E R V I C E R E P O R T

DATE: 05/11/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 238902-00
FROM: Jennifer Warehouse Claim Ctr.

5/11

wife cell (646) 919-5054

RE: JEAN R. CADET Order #/Delivery KP 007035 1/22/05
1117 E 73RD ST APT: 2 FL Home Phone 347 581 8947
BROOKLYN NY 11234 Work Phone

123

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 STATES LS HAS A HOLE IN RF ARM.
SERVICE IF COVERED ITEM UNDER UPH SHIELD.
NOTE: RECENT TD FOR COLLATERAL DAMAGE & PEELING ON SOFA.

NATURE OF COMPLAINT: Upholstery Shield

Inspect

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2765-LS 0680 29	LS	ARM-RAF IN/OUT	HOLE (UPH.SHIELD)

no swat

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
LS	CAF arm	frame	2B	
LS	CAF arm	leather	2B	
LS	CAF side	back	2B	

ADDITIONAL COMMENTS:

① LS CAF arm frame is broken
collateral damage is tear in leather of
CAF arm ② CAF side back is cracking

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/12/10

X VENDOR CODE: 8C6 AMT: \$ 30

I will send photo to T.Dillon

Jennifer Customer Service

SERVICE REPORT

DATE: 06/15/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 246762-00
FROM: Jennifer Warehouse Claim Ctr.

RE: ERIC WILLIAMS Order #/Delivery BED 007562 9/27/09
11245 SEAVIEW AVE APT: 10B 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	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M9815-S 6098 21	S	ALL SEAT CASINGS	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
J	All seat casings		12	

ADDITIONAL COMMENTS:

Fresh food grease marks removed.
Also has a few small older stains.

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/12/10
X VENDOR CODE: 8C6 AMT: \$ 75

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company: BC Chem-Dry/BC Corp (600) INC
Vendor Code: 8CG Date Faxed: 7/13/10 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#	CUSTOMER	SVC DATE	AMT	RECEIVED
<u>SC051355</u>	<u>243740</u>	<u>E. Clark</u>	<u>7/13/10</u>	<u>75</u>	<input type="checkbox"/>
<u>JLE036914</u>	<u>249140</u>	<u>V. Laugani</u>	<u>7/13</u>	<u>45</u>	<input type="checkbox"/>
<u>JLE037211</u>	<u>249327</u>	<u>B. B. L. L. L.</u>	<u>7/13</u>	<u>30</u>	<input type="checkbox"/>
<u>CP084511</u>	<u>251133</u>	<u>S. Mcher</u>	<u>7/13</u>	<u>75</u>	<input type="checkbox"/>
<u>JLE023065</u>	<u>250245</u>	<u>C. Ramie</u>	<u>7/13</u>	<u>30</u>	<input type="checkbox"/>
<u>HBC004131</u>	<u>248375</u>	<u>Wright</u>	<u>7/13</u>	<u>30</u>	<input type="checkbox"/>
<u>TSC162190</u>	<u>250474</u>	<u>V. Replace</u>	<u>7/13</u>	<u>75</u>	<input type="checkbox"/>
<u>JLE028766</u>	<u>251285</u>	<u>D. Savage</u>	<u>7/13</u>	<u>30</u>	<input type="checkbox"/>
<u>JAA011450</u>	<u>250376</u>	<u>L. Bell</u>	<u>7/13</u>	<u>30</u>	<input type="checkbox"/>
<u>JLE027187</u>	<u>250448</u>	<u>L. Deville</u>	<u>7/13</u>	<u>30</u>	<input type="checkbox"/>
<u>REF053865</u>	<u>235897</u>	<u>K. Mark</u>	<u>7/13</u>	<u>75</u>	<input type="checkbox"/>
<u>REF059617</u>	<u>250403</u>	<u>C. Misk</u>	<u>7/13</u>	<u>75</u>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL: \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

Jennifer Customer Service

Q1

SERVICE REPORT

SK 7/13

Time from 8-10 only

DATE: 06/01/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 243740-00
FROM: Jennifer Warehouse Claim Ctr.

Handwritten cell # (917) 783-7230

RE: EDITH CLARK Order #/Delivery SC 051355 7/12/08
2465 38TH ST APT: 4C Home Phone 917 327 7435
ASTORIA NY 11103 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 W SODA ON ON B/CAS OF SOFA PLZ INSPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
ASHLE 3843239-Q	Q	ALL BACK CASINGS	DRINK/BEVERAGE

no sn#
TJ

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	RAT side back		LC	
Q	RAT seat casing		LC	
Q	rest of piece			

ADDITIONAL COMMENTS: ① Only fresh soda spill addressed on each item. Also has old spill & general soiling/body oils. ② East the piece

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/13/10

X VENDOR CODE: 8C6 AMT: \$ 75

has general soiling.

Jennifer Customer Service

SERVICE REPORT

DATE: 06/27/10

Claim: 249140-00

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.

FROM: Jennifer Warehouse Claim Ctr.

1921 Bogart Ave.

Bronx

NY 10462

Phone 917 414 5064

Fax 914 576 2763

RE: VEENA LAUNGANI
5125 VAN KLEECK ST
ELMHURST

NY 11373

Order #/Delivery JLE 036914 6/18/10

APT: 3-F Home Phone 718 478 3067

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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B7815-S 0637 29	S	ARM-LAF IN/OUT	FINISH DEFECTIVE
VENNJ B7865-LS 0637 29	LS	ARM-LAF IN/OUT	SCRATCHED/NICKED
VENNJ B7865-LS 0637 29	LS	CASING-RAF BACK	SEAM(S) DEFECTIVE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
LS	LAF arm		2H	
LS	inside back		2m	inside back
LS	RAF seat deck		2m	seat deck
S	LAF arm		2m	LAF arm

ADDITIONAL COMMENTS:

① Scrape on LS LAF arm repaired.
② Replace LS inside back - f. with clipped + poly fill
was sewn into stitching - ③ Replace LS

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/13/10

X VENDOR CODE: 8C6 AMT: \$ 45

RAF seat (seat deck) edge of cavity is slightly starting to peel. ③ Replace S LAF arm - leather is crooked + buckled on bottom of arm

Jennifer Customer Service

SERVICE REPORT

6127

DATE: 06/27/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 249327-00
FROM: Jennifer Warehouse Claim Ctr.

RE: BEN BALAZON
8607 56TH AVE
ELMHURST

NY 11373

Order #/Delivery JLE 037211 6/26/10
APT: P/H Home Phone 347 636 4373
Work Phone 347 636 4372

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: DC STATES CRNER OF SOFA RIPPED. SPOKE TO CUST CONFIRMED PLZ INSPECT AND CORRECT JP22

NATURE OF COMPLAINT: Warranty

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
ASHLE 4130136-F	F	ARM-LAF IN/OUT	HOLE (WARRANTY)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	RAF arm		2A	RAF arm

ADDITIONAL COMMENTS:

① Hole is next to seam - unrepairable
Replace RAF arm

[] Turn Down

[] Follow-Up

[] Complete

SERVICE DATE:

7/13/10

X

VENDOR CODE: 8C6

AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

Qc

DATE: 07/06/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 251133-00
FROM: Jennifer Warehouse Claim Ctr.

RE: SANDRA MAHER
9154 86TH ST
WOODHAVEN NY 11421

Order #/Delivery CP 084511 4/05/06
Home Phone 718 296 7426
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 DRINK STAIN-PLS INSPECT AND REMOVE IF COVERED
FABRIC MDSE

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS 2702R-CHS PLUS SA	CHS	CASING-CTR. SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	2 seat casings		7c	

ADDITIONAL COMMENTS: (Customer only showed me F not
chaise - (2) seat casings cleaned of
fresh water marks only. Also full of

[] Turn Down [] Follow-Up [x] Complete SERVICE DATE: 7/13/10
X Vendor Code: 8C6 AMT: \$ 75

dd status

Jennifer Customer Service

SIC 910

SERVICE REPORT

QJ

DATE: 06/30/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 250245-00
 FROM: Jennifer Warehouse Claim Ctr.

6/30

RE: CARLOS RAMIA
 15138 82ND ST
 HOWARD BEACH NY 11414

Order #/Delivery JLE 023065 3/04/04
 APT: 2ND. Home Phone 718 323 2964

Work Phone 347 672-5601

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 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

Cattle

ITEM	SIZE	AREA AFFECTED	TYPE OF 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)	

± 1/2 inch only
 no seat

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
LS	entire piece		2A	
C	Cat arm		2B	
S	entire piece		2N	

ADDITIONAL COMMENTS:

① Hardcore wear & tear - broken springs & cracking - Loveseat. ② C C A P arm is cracked - C C A is fine. I will

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/13/10

X VENDOR CODE: 8C6 AMT: \$ 30

send photos to J. Dilone

Jennifer Customer Service

SERVICE REPORT

DATE: 06/23/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.

Claim: 248375-00
 FROM: Jennifer Warehouse Claim Ctr.

Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

RE: PETER/KERY WRIGHT
 9616 159TH AVE
 HOWARD BEACH

NY 11414

Order #/Delivery HBC 004131 2/07/09
 Home Phone 718 848 2782
 Work Phone 718 551 8008

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 TEAR IN B/CAS PLZ INSPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B8115-S 0622 29	S	ALL BACK CASINGS	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	Frame		2M	
S	inside back fabric		2B	
S	All seat casing edges		2B	

ADDITIONAL COMMENTS:

① Frame is broken + has caused
 sofa to sink + shift ② Inside back fabric
 is torn due to wear + tear. ③ Wear + Tear

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

X VENDOR CODE: 8C6 AMT: \$ 30

on edges of all seat casings. I will send
 photos to T. Dilore.

Truitt
 only
 2500

Jennifer Customer Service

SERVICE REPORT

DATE: 07/01/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 250474-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: VICTOR LAPLACE
 171 OCEAN AVE
 BREEZY POINT NY 11697

Order #/Delivery TSC 162190 5/09/03
 Home Phone 212 254 9445
 Work Phone 718 474 5236

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

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS PP4301LP-F CLAS LO	F	ALL SEAT CASINGS	FOOD
KLAUS PP4301R-S CLAS LO	S	ALL SEAT CASINGS	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	(1) seat casing		*1C	
S	rest of pile		2B	
F	entire piece		2B	

ADDITIONAL COMMENTS:

Only A fresh food stain addressed on 1 seat casing. Also has old stains, finger print marks from

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/13/10

X VENDOR CODE: 8C6 AMT: \$ 75

Kids etc... ② Customer wanted all seat casings & back casing cleaned - cost 26 in all - That is a maintenance situation - There are old stains, fading & fade marks. I will send photos

Jennifer Customer Service

SERVICE REPORT

Q2

DATE: 07/06/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

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

RE: DESTIN SAVAGE Order #/Delivery JLE 028766 11/14/06
161-14 121 AVE APT: 2 Home Phone 718 723 8102
JAMAICA NY 11434 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 C	CASING-CTR. SEAT	SCRATCHED/NICKED	
VENNJ M2701-C 0680 29 C	ARM-LAF IN/OUT	SCRATCHED/NICKED	
VENNJ M2701-C 0680 29 C	ARM-RAF IN/OUT	SCRATCHED/NICKED	

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
C	ctr seat casing		2A	
C	ctr inside back casing		2A	

ADDITIONAL COMMENTS: Customer only showed me inside back + seat - Both are cracked/peeling
I will send a photo to T. Dillon

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/13/10
X _____ VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

DATE: 07/01/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 250376-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: LYDIA BELL
 118-34 199TH ST
 SAINT ALBANS NY 11412

Order #/Delivery JAA 011450 1/09/09
 Home Phone 718 528 0739
 Work Phone 917 538 6155 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 CUT ON BCS, WILL SEND SVC TECH
 PLS CALL CELL#

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
UNITE 7559-S NOBL CA	S	CASING-CTR. BACK	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	inside back		2C	inside back

ADDITIONAL COMMENTS:

Customer learned on RAF
 inside back & it caused a few -
 unrepairable. - Replace inside back

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/13/10

X VENDOR CODE: 8C6 AMT: \$ 30

I will send a photo to T. Dillon

Jennifer Customer Service

Qc

62714

SERVICE REPORT

DATE: 07/01/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

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

7/1

(347) 605-3378

RE: LUZ DAVILLA Order #/Delivery JLE 027187 3/25/06
19705B 65TH CRES APT: 1-A Home Phone 718 264 1612
FRESH MEADOWS NY 11365 Work Phone 718 298 7042

130
240

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

Inspect

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2715-S 0680 29	S	ALL SEAT CASINGS	SCRATCHED/NICKED

NO SW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	seat back		2B	
S	RAF inside back		2B	

ADDITIONAL COMMENTS: Creaking - I will send a photo to T. Bilore.

[] Turn Down [] Follow-Up [☒] Complete SERVICE DATE: 7/13/10
X _____ VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

DATE: 04/22/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 235897-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: KENIA MARTE
 17 ROSSOUTH PLACE
 BROOKLYN NY 11221

6410A 186th Lane

Order #/Delivery REF 053865 5/16/06
 APT: 238 Home Phone 646 431 7896
 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
KLAUS 4106L-LS DYNA BA LS	CASING-CTR. SEAT	DRINK/BEVERAGE	
KLAUS 4108R-CHS DYNA BA CHS	CASING-CTR. SEAT	FOOD	
KLAUS 4100-BC DYNA BA BC	CASING-CTR. SEAT	DRINK/BEVERAGE	

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
CS	2 seat casing		2C	
Ch	CTR seat casing		2U	
CS	rest of piece		2A	
Ch	rest of piece		2B	
BC	entire piece		2A	

ADDITIONAL COMMENTS:

① Only a few fresh water stains removed on seat casings of CS + Ch. Also has small old stains ② CS, Ch + BC have

[] Turn Down

[] Follow-Up

[] Complete

SERVICE DATE:

7/13/10

X

VENDOR CODE: 8C6

AMT: \$

75

Small old stains + general soiling on arms.
 I will send a photo to T. Dillon.

Jennifer Customer Service

SERVICE REPORT

DATE: 07/01/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 250403-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: CHRISTOHER MISLA Order #/Delivery REF 059617 8/07/09
 124-05 14TH AVE APT: 2NDFL Home Phone 347 732 4001
 COLLEGE POINT NY 11356 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!

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M6725LAF-S 7970 21	S	ALL SEAT CASINGS	DRINK/BEVERAGE
VENNJ M6783RF-CH 7970 21	CH	CASING-CTR. SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casings		B1C	
ch	CTR seat & base		*1C	

ADDITIONAL COMMENTS:

Fresh water marks removed only.
 Also has old stains. This is the seat
 rephrased the entire thing

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/13/10

X VENDOR CODE: 8C6 AMT: \$ 75

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company: BC Chem-Dry/BCC Carpet Care **(510 FNC)**

Vendor Code: 8C6 Date Faxed: 7/14/10 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 #	CUSTOMER	SVC DATE	AMT	RECEIVED
JLY021610	251297	A. Johnson	7/14/10	75	<input type="checkbox"/>
JLY022748	251047	E. Randon	7/14	30	<input type="checkbox"/>
SA0006849	250546	I. Selman	7/14	30	<input type="checkbox"/>
GC042453	250478	O. Smith	7/14	30	<input type="checkbox"/>
JGC018019	250744	C. McCusling	7/14	30	<input type="checkbox"/>
WH077085	249707	E. Lucas	7/14	30	<input type="checkbox"/>
JGC020133	251285	P. Seawell	7/14	30	<input type="checkbox"/>
JLY013835	251055	S. Hart	7/14	30	<input type="checkbox"/>
HN019577	251168	C. Bayless	7/14	75	<input type="checkbox"/>
BA047073	246493	V. Ocasio	7/14	75	<input type="checkbox"/>
HC083512	251702	C. Morello	7/14	75	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL: \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

OK 7/14

Jennifer Customer Service
SERVICE REPORT

W1

DATE: 07/06/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 251297-00
FROM: Jennifer Warehouse Claim Ctr.

7/6

#2BAC

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

(B10)

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 OF CHAISE AND SLEEPER
ONE STAIN ON EACH INSOPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B0132LAF-F 7970 12	F	ALL SEAT CASINGS	FOOD
VENNJ B0183RF-CH 7970 12	CH	ALL SEAT CASINGS	FOOD

NO SW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
<i>F</i>	<i>All seat casings</i>		<i>7/6</i>	
<i>Ch</i>	<i>CTR seat casing</i>		<i>7/6</i>	

ADDITIONAL COMMENTS: *only * fresh water stains removed.*
Also has a few small older stains

[] Turn Down [] Follow-Up [☒] Complete SERVICE DATE: *7/14/10*
X _____ VENDOR CODE: 8C6 AMT: \$ *75*

Jennifer Customer Service

SERVICE REPORT

DATE: 07/06/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 251047-00
FROM: Jennifer Warehouse Claim Ctr.

RE: EVA RONDON Order #/Delivery JLY 022748 7/08/09
2608 HARDING AVE APT: P/H Home Phone 347 398 0548
BRONX NY 10465 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 CUT ON THE LAF SEAT CASING FROM SOMETHING IN A POKET

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B8515-S 0692 28	S	CASING-LAF SEAT	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casings		2m	All seat casings
S	entire inside back		2m	entire inside back

ADDITIONAL COMMENTS:

Defective - Replace All seat casings + entire inside back - crackling -
I will send photos to T. Dilore

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/14/10

X VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

DATE: 07/01/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 250546-00
 FROM: Jennifer Warehouse Claim Ctr.

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 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	S	CASING-CTR. SEAT	HOLE (UPH. SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	CTR seat casing		2M	
CS	RAF seat casing		2M	

ADDITIONAL COMMENTS: ① Both seat defects on CS + C
 are cracking - defect (CTR seat outside +
 RAF seat on CS) I will send

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/14/10

X VENDOR CODE: 8C6 AMT: \$ 30

photo to T.D. line

Bx

inspect only
 no
 SWH

Jennifer Customer Service

SERVICE REPORT

DATE: 07/01/10

Claim: 250478-00

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: OLIVIA SMITH

Order #/Delivery GC 042453 1/31/95

2395 TIEBOUT AVE

APT: 4C

Home Phone 347 270 4311

BRONX

NY 10458

Work Phone

(570) 807-7088

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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
STYLE LV1204-W KING ON W	W	CASING-CTR. SEAT	SCRATCHED/NICKED
STYLE LV1203L-C KING ON C	C	CASING-CTR. SEAT	SCRATCHED/NICKED

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
W	CTR seat		2A	
E	CAR seat + RAR seat		2A	

ADDITIONAL COMMENTS:

Wear & Tear - cracking

[] Turn Down

[] Follow-Up

[X] Complete

SERVICE DATE:

7/14/10

X

VENDOR CODE: 8C6

AMT: \$

30

Jennifer Customer Service

SERVICE REPORT

DATE: 07/04/10

Claim: 250744-00

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.

FROM: Jennifer Warehouse Claim Ctr.

Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763RE: CHERYL MCCASSLING
611 CROTONA PARK NORTH
BRONX NY 10457Order #/Delivery JGC 018019 5/29/04
APT: 5G Home Phone 347 622 4936
Work PhoneINSTRUCTIONS: 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	SIZE	AREA AFFECTED	TYPE OF DEFECT
SHEA ST145C-S 3123 BK S	CASING-RAF SEAT	HOLE (UPH.SHIELD)	
SHEA ST145C-S 3123 BK S	CASING-CTR. SEAT	HOLE (UPH.SHIELD)	

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casings		2A	

ADDITIONAL COMMENTS:

Pit bull dog is eating the seat casings. I will send a photo to T. Diore.

☐ Turn Down☐ Follow-Up☒ Complete

SERVICE DATE: 7/14/10

X

VENDOR CODE: 8C6

AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

DATE: 07/05/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 249707-00
FROM: Jennifer Warehouse Claim Ctr.

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) 561-1370

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

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
LS	RAF cr -		2A	
LS	CAF + RAF inside back		2A	

ADDITIONAL COMMENTS: ① Cracking - any and all holes are due to cracking. I will send photos to T.D. Ione.

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/14/10

X VENDOR CODE: 8C6 AMT: \$ 30

LC 7118

Jennifer Customer Service
SERVICE REPORT

SL

DATE: 07/06/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 251055-00
FROM: Jennifer Warehouse Claim Ctr.

7C

2nd fl.

C(914) 656-8386

RE: SANDRA HART Order #/Delivery JLY 013835 8/25/01
1750-2 SEDGWICK AVE.... APT: 2-A Home Phone 718 294 7898
BRONX NY 10453 Work Phone 914 397 4100

12
32

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 TEAR IN THE L/S ON LAF S/CASING

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
FIF 3118-SO2-L CO 3	LS	CASING-LAF SEAT	HOLE (UPH.SHIELD)

no
sw#
inspect
only

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
LS	Raf seat only		LS	

ADDITIONAL COMMENTS: Tear is due to cracking. I will send a photo to T. Ditar

[] Turn Down [] Follow-Up [/] Complete SERVICE DATE: 7/14/10
X _____ VENDOR CODE: 8C6 AMT: \$ 30

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: 251168-00

FROM: Jennifer Warehouse Claim Ctr.

7/6

NY 10462

Order #/Delivery HNY 019577 4/08/09

APT: 31C Home Phone 718 450 3005

Work Phone

NY 10453

RE: CATHY BAYLISS

40 RICHMAN PLZ

BRONX

1230

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

fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
STRAT F1401-S3-C 7970 90	C	ALL SEAT CASINGS	DRINK/BEVERAGE
STRAT F1465-S3-L 7970 90	LS	ALL SEAT CASINGS	DRINK/BEVERAGE
STRAT F1475-S3-Q 7970 90	Q	ALL SEAT CASINGS	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
LS	CAP seat	casing	01C	
S	CTR seat	casing	1C	

ADDITIONAL COMMENTS: Only these 2 areas had grey stains at all - Each casing had 1 food stain each (both sides) - Nothing

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/14/10

X VENDOR CODE: 8C6 AMT: \$ 75

to take photos of 2 pieces just need - general cleaning

Jennifer Customer Service

SERVICE REPORT

W1

DATE: 06/15/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 246493-00
FROM: Jennifer Warehouse Claim Ctr.

RE: VANESSA OCASIO
507 MILE SQUARE RD
YONKERS NY 10701

Order #/Delivery BAY 047073 7/08/09
Home Phone 914 943 9988
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 W ICING STAIN PLZ INSPECT AND CORRECT
TAKE PICS

NATURE OF COMPLAINT: Upholstery Shield

fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ A6025LAF-S 7970 32	S	ALL SEAT CASINGS	FOOD
VENNJ A6083RF-CH 7970 32	CH	ALL SEAT CASINGS	FOOD

no sweat

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	All seat casings		16L	
ch	CTR seat casing		16L	

ADDITIONAL COMMENTS: "Fresh cube icing stains removed
Also has old stains."

[] Turn Down [] Follow-Up [☒] Complete SERVICE DATE: 2/14/10
X VENDOR CODE: 8C6 AMT: \$ 75

BK 7/14

Jennifer Customer Service
SERVICE REPORT

H

DATE: 07/06/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 251285-00
FROM: Jennifer Warehouse Claim Ctr.

7/6

in bldg - right hand side
behind the steps

Call when
outside -
Bell doesn't
work

RE: PATRICIA SEAWELL
1740 GRAND AVE
BRONX

Order #/Delivery JGC 020133 10/05/05
APT: 103 Home Phone 718 294 9703
Work Phone 718 299 4146
NY 10453

1730

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 ON THE CTR S/CAS OF THE CHAIR
PLEASE INSPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
STRAT K0101-C 0680 24	C	CASING-CTR. SEAT	SCRATCHED/NICKED

NO
SW#
Inspect
only

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	2 seat casings		2B	

ADDITIONAL COMMENTS: Customer did not show me the chair - she showed me 2 casings in the S - fully destroyed - large

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/14/10

X VENDOR CODE: 8C6 AMT: \$ 30

Scrapes cracking etc... no explanation as to what happened. Those 2 casings are full of wear & tear & abuse - Possibly done to get replacement caps. I will send photo's to T Dilas

SERVICE REPORT

718

222
422

DATE: 07/08/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx NY 10462

Phone 917 414 5064

Fax 914 576 2763

Claim: 251702-00

FROM: Jennifer Warehouse Claim Ctr.

RE: CHARLES MARALLO

16 PARK CIR

WHITE PLAINS NY 10603

Order #/Delivery HC 083512 3/09/08

Home Phone 914 428 5858

C ~~Work~~ 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

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

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	(2) seat casings		*1 C	

ADDITIONAL COMMENTS: Only some * fresh water stains removed, but they also have many old stains.

☐ Turn Down

☐ Follow-Up

☒ Complete

SERVICE DATE: 7/14/10

X _____

VENDOR CODE: 8C6

AMT: \$ 7.5

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company: BC Chem-Dry/BC Carpet Care Inc. 555

Vendor Code: 866 Date Faxed: 7/15/10 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#	CUSTOMER	SVC DATE	AMT	RECEIVED
JPO26995	248757	S. Khen	7/15/10	30	<input type="checkbox"/>
PR5049661	217625	C. Leon	7/15	75	<input type="checkbox"/>
JLT011156	245367	M. Concepcion	7/15	30	<input type="checkbox"/>
RFS034965	248303	G. Pandolfo	7/15	75	<input type="checkbox"/>
JLN009633	242845	C. Gonzalez	7/15	30	<input type="checkbox"/>
JLT009299	250900	D. Walsh	7/15	30	<input type="checkbox"/>
JPO26882	248981	R. Corone	7/15	75	<input type="checkbox"/>
PR5046947	247935	D. Muggridge	7/15	30	<input type="checkbox"/>
AC098769	245933	R. Rosen	7/15	75	<input type="checkbox"/>
HC085017	221507	K. Lopata	7/15	75	<input type="checkbox"/>
JPO27210	246054	R. Kim	7/15	30	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL: \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

Jennifer Customer Service

OK 7/15

SERVICE REPORT

NJA

DATE: 06/24/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248757-00
FROM: Jennifer Warehouse Claim Ctr.

RE: SAMEEE KHAN
600 HARTFORD DR
NUTLEY NJ 07110

Order #/Delivery JP 026995 2/22/09
Home Phone 646 287 0085
Work Phone

82
102

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 THERE IS A RIP ON SOFA ON THE IB & THERE IS A RIP ON RF ARMREST, WILL SEND SVC TECH

Leather

NATURE OF COMPLAINT: Upholstery Shield

Inspect
NW
no
JW#

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B2751-S 0611 10	S	BACK-INSIDE	HOLE (UPH.SHIELD)
VENNJ B2751-S 0611 10	S	ARM-RAF IN/OUT	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	Inside Back		2m	
S	CTR seat cing		2m	
S	RAF arm		2m	

ADDITIONAL COMMENTS: All areas are defective - cracking
I will send photos to T. Dilone

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/15/10
X _____ VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

NJD

DATE: 02/03/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 217625-00
FROM: Jennifer Warehouse Claim Ctr.

2/8 Customer never confirmed until we picked him up
Next Amt is All day

1st floor

RE: CISSY LEON
720 7TH ST
LYNDHURST NJ 07071

Order #/Delivery PRS 049661 9/04/08
Home Phone 201 680 9972
Work Phone 201 680 9972

W# 201 208-8925

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 STAIN-PLS INSPECT AND REMOVE IF COVERED
BICAST MDSE

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M5683RF-CH 6098 21	CH	CASING-CTR. SEAT	FOOD

AD SW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Ch	STR seat casing		7C	
S	All seat casing		7C	
Stch	All back casing		2B	

ADDITIONAL COMMENTS:

Fresh water stains removed on all seat casings. They also have old stains & general soiling. All inside backs have

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

X VENDOR CODE: 8C6 AMT: \$ 75

general soiling.

Jennifer Customer Service

SERVICE REPORT

DATE: 06/08/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 245367-00
FROM: Jennifer Warehouse Claim Ctr.

RE: MANUEL CONCEPCION
53-55 GRAFTON AVE
NEWARK

Order #/Delivery JLT 011156 6/03/07
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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
ASHLE 4550638-S	S	CASING-LAF SEAT	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	RAP seat (seat deck)		2m	

ADDITIONAL COMMENTS:

Huge, long scar has cracked open - Defective - I will send a photo to T. Dilone.

[] Turn Down [] Follow-Up [] Complete SERVICE DATE: 7/15/10
X _____ VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

NTS

DATE: 06/23/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 248303-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: GINA FONDETTO
 49 CRESTMONT RD
 WEST ORANGE NJ 07052

Order #/Delivery RFS 034965 12/21/95
 Home Phone 973 731 6056
 Work Phone 973 202 6429

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 URINE STAIN - COVERED IN 95 SERVICED IN PAST
 ON Q S/CAS

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS 800BFI-Q SAIL SE	Q	ALL SEAT CASINGS	URINE

NO SW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	CTR seat casing		71C	
Q	1 throw pillow		71C	
Q	rest of piece			

ADDITIONAL COMMENTS:

As per *comments I addressed only where the urine went. CTR seat + 1 throw pillow
 I only decolored those 2 - stains remain.

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

X VENDOR CODE: 8C6 AMT: \$ 75

② The rest of piece needs general decoloring

Jennifer Customer Service

S E R V I C E R E P O R T

DATE: 05/26/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 242845-00
FROM: Jennifer Warehouse Claim Ctr.

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	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2715-S 0680 29	S	ALL SEAT CASINGS	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	RAF seat	seat deck	2AM	
otto	top		2AM	

ADDITIONAL COMMENTS:

① Sofa RAF seat has a week spot cracking open
② otto top has a week spot about to crack open.

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

X VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

S E R V I C E R E P O R T

NTA

DATE: 06/29/10

Claim: 250010-00

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.

FROM: Jennifer Warehouse Claim Ctr.

Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763RE: DENNIS WALSH
282 WASHINGTON AVE
HAWTHORNEOrder #/Delivery JLT 009299 8/30/03
APT: PH Home Phone 862 684 4993
NJ 07506 Work Phone 973 949 4499 WORKINSTRUCTIONS: 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 CE SMALL RIP ON ARM

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS LOT48500-S SOFT CH	S	ARM-RAF OUTSIDE	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	RAF on		2A	

ADDITIONAL COMMENTS:

Cracking wear+ Tear - I will
send a photo to T. Diore☐ Turn Down ☐ Follow-Up ☒ Complete SERVICE DATE: 7/15/10

X _____ VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

NTA

DATE: 06/27/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 248981-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: RAMON CORONA
 371 CENTRAL AVE
 HAWTHORNE NJ 07506 .

Order #/Delivery JP 026882 12/21/08
 Home Phone 973 304 1050
 Work Phone 718 300 4517

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 NEEDS FURN CLEANED. CLEAN FRSH FOOD OR DRINK ONLY.
 ALSO TRY 300 4516 WHICH WAS IN EMAIL

NATURE OF COMPLAINT: Upholstery Shield

fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ Z7301-C 7970 21	C	CASING-CTR. SEAT	DRINK/BEVERAGE
VENNJ Z7365-LS 7970 21	LS	CASING-CTR. SEAT	FOOD
VENNJ Z7375-Q 7970 21	Q	CASING-CTR. SEAT	FOOD

TECHNICIAN'S REPORT

no swt

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	CAF on		*LC	
Q	rest of prec		2B	
C	ext the prec		2B	
C	ext the prec		2B	

outside

ADDITIONAL COMMENTS:

① Only Q CAF on had fresh food grease - I removed it ② Q CAF on outside has blue marks ③ All 3 pieces

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

X VENDOR CODE: 8C6 AMT: \$ 75

Q, LS + C - have light green soiling

Jennifer Customer Service

SERVICE REPORT

NJS

DATE: 06/22/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 247935-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: DAVID MUGGERIDGE
 260 OAK ST
 RIDGEWOOD

NJ 07450

Order #/Delivery PRS 046947 1/15/06
 APT: C2 Home Phone 201 389 3952
 Work Phone

middle apt.

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 ON ALL ST CASINGS - PLS INSPECT ADN
 CORRECT IF COVERED
 LTHR MDSE

NATURE OF COMPLAINT: Upholstery Shield

Inspect only
 NO
 SNA

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2775-Q	0680 29	ALL SEAT CASINGS	SCRATCHED/NICKED

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	All seat	Casings	2B	
Q	Caf arm		2B	

ADDITIONAL COMMENTS: All areas are peeling - I will send a photo to T. Dilone

[] Turn Down

[] Follow-Up

[] Complete

SERVICE DATE:

7/15/10

X

VENDOR CODE: 8C6

AMT: \$ 30

Jennifer Customer Service

SERVICE REPORT

NTA

DATE: 06/13/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 245933-00
FROM: Jennifer Warehouse Claim Ctr.

RE: ROBYN ROSEN
47 BRIARCLIFF RD
TENAFLY NJ 07670

Order #/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	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ U6895-RC 7970 12	RC	CASING-CTR. SEAT	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
RC	CTR seat casing		*1C	
RC	rest of piece			

ADDITIONAL COMMENTS: ① Courtesy only. A few fresh water marks on seat removed only. Also full of old accumulation ② Entire RC

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

X VENDOR CODE: 8C6 AMT: \$ 75

has old stains & general soiling. I will send a photo to T.D. line.

never send copy
no snuff

Jennifer Customer Service
SERVICE REPORT

NSA

516 7/15

DATE: 02/21/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

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

H # (201) 908-5229

RE: KAREN LOPATA Order #/Delivery HC 085017 9/04/08
240 E PALISADE AVE APT: C-18 Home Phone 646 752 0565
ENGLEWOOD NJ 07631 Work Phone 617 480 0852

13
33

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 STAIN ON S/CAS PLZ INPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ G8113RAF-S 7970 21	S	CASING-CTR. SEAT	FOOD

NO SW#

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	CTR seat casing		1 C	

ADDITIONAL COMMENTS: Fresh Bev stain (water) removed.
Also has a few older small stains.

[] Turn Down [] Follow-Up [☒] Complete SERVICE DATE: 7/15/10
X _____ VENDOR CODE: 8C6 AMT: \$ 75

Jennifer Customer Service

NTA

SERVICE REPORT

DATE: 06/13/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 246054-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: RAYMOND KIM
 1100 RIBER RD
 EDGE WATER NJ 07020

Order #/Delivery JP 027220 2/26/09
 APT: 102 Home Phone 201 741 7702
 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 21 S	CASING-RAF SEAT	BURN	
VENNJ M9815-S 6098 21 S	ARM-RAF IN/OUT	BURN	
VENNJ M9815-S 6098 21 S	ARM-LAF IN/OUT	BURN	

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
5	(2) LG B/P Cases		2B	
5	CAF seat casing		2B	

ADDITIONAL COMMENTS:

① Candle wax melted 2 B/P Cases
 I sent casing ② Customer did not show
 me any arms. I will send a photo

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

X VENDOR CODE: 8C6 AMT: \$ 30

to T. Dilone.

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

Service Company: BC Chem-Dry/BC Carpet Care Inc **480**

Vendor Code: 866 Date Faxed: 7/17/10 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.

<u>STORE/ ORDER #</u>	<u>CLAIM #</u>	<u>CUSTOMER</u>	<u>SVC DATE</u>	<u>AMT</u>	<u>RECEIVED</u>
<u>JLB027045</u>	<u>257063</u>	<u>S. Rosenbaum</u>	<u>7/16/10</u>	<u>30</u>	<input type="checkbox"/>
<u>HNY014508</u>	<u>251239</u>	<u>S. Williams</u>	<u>7/16</u>	<u>30</u>	<input type="checkbox"/>
<u>HNY013647</u>	<u>251052</u>	<u>A. Freitas</u>	<u>7/16</u>	<u>75</u>	<input type="checkbox"/>
<u>RS039811</u>	<u>252107</u>	<u>J. Levenherz</u>	<u>7/16</u>	<u>75</u>	<input type="checkbox"/>
<u>WS087210</u>	<u>251290</u>	<u>J. Frank</u>	<u>7/16</u>	<u>30</u>	<input type="checkbox"/>
<u>WS055898</u>	<u>251764</u>	<u>J. Neinen</u>	<u>7/16</u>	<u>75</u>	<input type="checkbox"/>
<u>WS078822</u>	<u>251687</u>	<u>Pamwar</u>	<u>7/16</u>	<u>75</u>	<input type="checkbox"/>
<u>TTJ005817</u>	<u>244287</u>	<u>S. Ellis</u>	<u>7/16</u>	<u>30</u>	<input type="checkbox"/>
<u>JLB013740</u>	<u>219438</u>	<u>T. Firestone</u>	<u>7/16</u>	<u>30</u>	<input type="checkbox"/>
<u>JLY013915</u>	<u>252085</u>	<u>J. Lemle</u>	<u>7/16</u>	<u>30</u>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL: \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

DATE: 07/06/10

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 251063-00

FROM: Jennifer Warehouse Claim Ctr.

7/6

8
10

RE: SPENCER ROSENBAUM
478 W 158TH ST
NEW YORK NY 10032

Order #/Delivery JLB 027045 7/01/06
APT: 3 Home Phone 212 229 9703
Work Phone

Husband (646) 246-5193

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 HOLE ON SEAT CASING ON THE SOFA
AND A SCRATCH AS WELL
CUST MOVED UPDATED ADDRESS

Center

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M2775-Q 0680 29	Q	CASING-CTR. SEAT	HOLE (UPH.SHIELD)
VENNJ M2775-Q 0680 29	Q	CASING-CTR. SEAT	SCRATCHED/NICKED

NO SN#

Inspect only

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	2 seat casings		2B	

ADDITIONAL COMMENTS: 2 seat casings are cracking.
That is the reason for 1 of the tears.
I will send photos to T. Dilore

☐ Turn Down

☐ Follow-Up

☒ Complete

SERVICE DATE: 7/16/10

X _____ VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service
SERVICE REPORT

mww

BK 7/16

DATE: 07/06/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 251239-00
FROM: Jennifer Warehouse Claim Ctr.

7/16

RE: SHARENE WILLIAMS
2525 7TH AVE
MANHATTAN NY 10039
Order #/Delivery HNY 014508 3/03/07
APT: 5C Home Phone 212 694 4458
Work Phone 212 694 4458

*80
10*

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: CLEAN ONLY MIDDLE KETCHUP STAIN HAND SIZE STAIN CHAISE HAND SIZE BEV STAIN. CLEAN ONLY LISTED. PER PREVIOUS HISTORY

Dispute

NATURE OF COMPLAINT: Upholstery Shield

fabrics

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B0183RF-CH 7970 12	CH	CASING-CTR. SEAT	FOOD

Never send a single comp

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
<i>S</i>	<i>entire piece</i>		<i>2B</i>	
<i>Ch</i>	<i>entire piece</i>		<i>2B</i>	

ADDITIONAL COMMENTS: *Accumulation & neglect - Full of old stains. I offered to clean the ketchup, he said, "clean the entire"*

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

X *section 4 - I said no and offered to clean the seat casings. He said "If you don't clean everything, then leave" I left. Piece is a mess. Professional cleaning needed ASAP. I will send photo*

DATE: 07/06/10

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

FROM: Jennifer Warehouse Claim Ctr.

Claim: 251052-00

7/6

RE: ANTHONY FUENTES
1966 1ST AVE
NEW YORK NY 10029

Order #/Delivery HNY 013647 12/02/06
APT: 9D Home Phone 212 876 2964
Work Phone 917 399 5815 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.

930
1103

1008101

COMMENTS: C/C SAYS THAT THERE IS FOOD AND BEVERAGE STAINS ON ALL S/CAS OF THE LOVESEAT AND THE SLEEPER

PLEASE INSPECT AND CORRECT

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
STRAT E7175-S3-Q 7850 12	Q	ALL SEAT CASINGS	FOOD
STRAT E7165-S3-L 7850 12	L	ALL SEAT CASINGS	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	All seat casings		1C	
L	All seat casings		1C	
Q & L	rest of piece		2B	

ADDITIONAL COMMENTS: Only a few fresh water marks removed on all seat casings. But please note: They are also full of accumulation.

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

X VENDOR CODE: 8C6 AMT: \$ 75

② Q & L have accumulation & body oil & general soiling. I will send a photo to T.D. itre

AUTO - FAX Rev 2.10U
Jennifer Customer Service
SERVICE REPORT

DATE: 07/11/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 252107-00
FROM: Jennifer Warehouse Claim Ctr.

RE: JACKIE LEVENHERZ
235 E 87TH ST
MANHATTAN NY 10128

Order #/Delivery RS 039811 8/23/06
APT: 11-G Home Phone 917 494 6412
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 ORANGE JUICE STAIN-PLS INSPECT AND REMOVE IF COVERED
DOWNBLEND SLIPCOVER MDSE

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS DB80100R-Q BULL NA	Q	ARM-LAF IN/OUT	DRINK/BEVERAGE
KLAUS DB80100R-Q BULL NA	Q	CASING-LAF SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	LAF on		1C	
Q	LAF seat		1C	
Q	LAF skirt		1C	
Q	LAF throw pillow		1C	

ADDITIONAL COMMENTS: Orange juice stain removed from above listed areas - Also has old stains & general soiling.

☐ Turn Down

☐ Follow-Up

☐ Complete

SERVICE DATE: 7/16/10

X _____

VENDOR CODE: 8C6

AMT: \$ 75

Jennifer Customer Service

SERVICE REPORT

DATE: 07/06/10

Claim: 251290-00

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.

FROM: Jennifer Warehouse Claim Ctr.

Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763RE: JACQUELINE FRANK
382 CENTRAL PARK W
NEW YORK

Order #/Delivery WS 087210 9/09/09

APT: 7H Home Phone 212 222 4550

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

NATURE OF COMPLAINT: Upholstery 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
Q	ctr inside	back casing	2C	ctr inside back
Q	RAF inside	back casing	2C	RAF inside back

ADDITIONAL COMMENTS:

Replace ctr + RAF inside back
casing - Coffee will not come off - I will
send a photo to T. D. L.

☐ Turn Down☒ Follow-Up☐ Complete

SERVICE DATE: 7/16/10

X

VENDOR CODE: 8C6

AMT: \$ 30

516 7/16

SERVICE REPORT

DATE: 07/08/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx NY 10462

Phone 917 414 5064

Fax 914 576 2763

FROM: Jennifer Warehouse Claim Ctr.

Claim: 251764-00

718

RE: JULIANA NEIMAN

175 W 90TH

NEW YORK, NY 10024

Order #/Delivery WS 055898 9/12/95

APT: 14G Home Phone 212 362 1524

16G 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	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS 55000Z-Q TIFF NA	Q	ALL SEAT CASINGS	FOOD

no seat

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	All seat		*1C	
Q	rest of piece		2.1	

ADDITIONAL COMMENTS:

① This had only a few fresh juice stains - removed - Also had many old stains ② Entire Q needs professional

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

X VENDOR CODE: 8C6 AMT: \$ 75

cleaning due to small old stains

Jennifer Customer Service

SERVICE REPORT

nwu

8K 7/16

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

Claim: 251687-00
FROM: Jennifer Warehouse Claim Ctr.

718

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.

CL
2

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 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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ Z1516LAF-S 7970 21	S	CASING-CTR. SEAT	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
5'x4'	rest of sofa		1C	
5'x4'	rest of sofa		2A	

ADDITIONAL COMMENTS: ① Only a few fresh juice marks removed - Also full of old stains - seat cushion cleaned only ② Entire section has

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

X VENDOR CODE: 8C6 AMT: \$ 75

recondition & general soiling

DATE: 06/03/10

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 244287-00

FROM: Jennifer Warehouse Claim Ctr.

6/3

RE: STEPHEN ELLIS

500 W 43RD ST

NEW YORK NY 10036

Order #/Delivery TTS 005817 5/26/10

APT: 26-G Home Phone 212 767 9375

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 CE FLAWS IN LTHR.DOES NOT SAY WHERE.

NATURE OF COMPLAINT: Warranty

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
ASHLE 4130236-F	F	ALL SEAT CASINGS	COMMENTS

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	Inside back	outside back	2M	Inside back
F	RAF seat casing		2M	RAF seat casing

ADDITIONAL COMMENTS: ① Strange marks on Inside back + RAF seat casing - Discolored + weird Texture - I will send a photo to T. Dilore

[] Turn Down

[] Follow-Up

[] Complete

SERVICE DATE: 7/16/10

X _____ VENDOR CODE: 8C6 AMT: \$ 30

Jennifer Customer Service
SERVICE REPORT

MEC

OK 7/16

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

Claim: 219438-00
FROM: Jennifer Warehouse Claim Ctr.

7/7

RE: TIMOTHY FIRESTONE Order #/Delivery JLB 013740 11/15/98
240 E 30TH ST APT: 4-C Home Phone 646 302 4105
NEW YORK NY 10016 Work Phone

1
7

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 CIG BURN-PLS INSPECT AND CORRECT IF COVERED
PLS INSPECT AND CORRECT IF COVERED

NATURE OF COMPLAINT: Upholstery Shield

Inspect
no job

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS LX4100R-Q GRAN HU	Q	CASING-CTR. SEAT	BURN

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	Ail seat covers		2A	
Q	CA foam		2B	

ADDITIONAL COMMENTS: No cigarette burns. Just a bed story about his nephews sweating on it and causing holes - This is not

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

X VENDOR CODE: 8C6 AMT: \$ 30

covered any way. 2 seat covers & CA foam are cracked due to wear - All tears are due to this. I will send a photo to T. Dillon

Jennifer Customer Service

SERVICE REPORT

Bl 7/16
7/11

DATE: 07/11/10

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Home from 12-on

Claim: 252085-00

FROM: Jennifer Warehouse Claim Ctr.

133
22

RE: JON LEMLE

337 EAST 13TH STREET APT: 13

NEW YORK NY 10003

Order #/Delivery JLY 013915 8/08/01

Home Phone 914 725 4676 - it's non

Work Phone 914 806 3733 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 SCAS HAVE RIPS, WILL SEND SVC TECH

NATURE OF COMPLAINT: Upholstery Shield

22/11/10
NO SW#

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS LT4108L-CH EMER CA	CH	CASING-CTR. SEAT	HOLE (UPH.SHIELD)
KLAUS LT4106R-LS EMER CA	LS	ALL SEAT CASINGS	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Ch	ctr seat c-ny		2B	
LS	All seat c-ny		2B	

ADDITIONAL COMMENTS: All wear & tear holes - (vacuum)
I will send photos to T. Dilme

☐ Turn Down

☐ Follow-Up

☒ Complete

SERVICE DATE: 7/16/10

X

VENDOR CODE: 8C6

AMT: \$ 30

Authy 50% 300

JENNIFER CONVERTIBLES CLAIM CENTER

Service Report Cover Sheet

Facsimile: (206) 309-0432

660

Service Company: BC Chem-Dry/BC Carpet Care Inc
Vendor Code: 866 Date Faxed: 7/19/10 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 #	CUSTOMER	SVC DATE	AMT	RECEIVED
<u>FAC012758</u>	<u>248429</u>	<u>M. McRae</u>	<u>7/17/10</u>	<u>30</u>	<input type="checkbox"/>
<u>TAC901611</u>	<u>247602</u>	<u>T. Huang</u>	<u>7/17</u>	<u>75</u>	<input type="checkbox"/>
<u>TSC173888</u>	<u>253471</u>	<u>M. Sufeto</u>	<u>7/17</u>	<u>75</u>	<input type="checkbox"/>
<u>TAC006296</u>	<u>252139</u>	<u>S. Kleupner</u>	<u>7/17</u>	<u>75</u>	<input type="checkbox"/>
<u>TSC183168</u>	<u>237102</u>	<u>J. Pressman</u>	<u>7/17</u>	<u>75</u>	<input type="checkbox"/>
<u>FF023703</u>	<u>253105</u>	<u>A. Cistun</u>	<u>7/17</u>	<u>75</u>	<input type="checkbox"/>
<u>UWS002402</u>	<u>245613</u>	<u>T. Uelentyk</u>	<u>7/17</u>	<u>75</u>	<input type="checkbox"/>
<u>BC072471</u>	<u>251890</u>	<u>A. Wallach</u>	<u>7/17</u>	<u>75</u>	<input type="checkbox"/>
<u>FSC032574</u>	<u>236646</u>	<u>J. Gardner</u>	<u>7/17</u>	<u>75</u>	<input type="checkbox"/>
<u>JCS019264</u>	<u>250531</u>	<u>J. Furlaier</u>	<u>7/17</u>	<u>30</u>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>

FOR OFFICE USE ONLY

AUTHORIZED SIGNATURE: _____ DATE: _____

TOTAL: \$ _____ TOTAL REPORTS: _____ INVOICED: _____ INITIALS: _____

MEC

BE 7/17

Jennifer Customer Service
SERVICE REPORT

DATE: 06/23/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 248429-00
FROM: Jennifer Warehouse Claim Ctr.

6123

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

8
10

Mr E Houston

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

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ B2751-S 0611 10	S	BACK-INSIDE/OUTSIDE	HOLE (UPH.SHIELD)

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
5	Back Cushion	peeling	2M	Back Cushion

ADDITIONAL COMMENTS: This is a defect, all back cushions are peeling. Inspection only, photo sent to Dilan.

[] Turn Down [x] Follow-Up [] Complete SERVICE DATE: 7/17/10
X _____ VENDOR CODE: 8C6 AMT: \$ 30.00

Jennifer Customer Service

MUL

SERVICE REPORT

DATE: 06/21/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 247602-00
FROM: Jennifer Warehouse Claim Ctr.

RE: TINA HUANG
200 W 14TH ST
NEW YORK NY 10011
Order #/Delivery TAC 901611 4/11/09
APT: 5S Home Phone 909 630 8324
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 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

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	Seat Casings	food/Bev.	1C	

ADDITIONAL COMMENTS: Cleaned 2 seat Casings that had Coffee and Sauce stains. Only fresh stains Cared for.

[] Turn Down [] Follow-Up [/] Complete SERVICE DATE: 7/12/10
X VENDOR CODE: 8C6 AMT: \$ 75.00

Jennifer Customer Service

mwc

SERVICE REPORT

DATE: 07/15/10
 TO: B.C. Chem-Dry
 B.C. Carpet Cleaning Inc.
 1921 Bogart Ave.
 Bronx NY 10462
 Phone 917 414 5064
 Fax 914 576 2763

Claim: 253471-00
 FROM: Jennifer Warehouse Claim Ctr.

RE: MEMTA SUKETU
 22 WEST 15 ST
 NEW YORK

Order #/Delivery TSC 173888 9/21/06
 APT: 7A Home Phone 215 990 3912
 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 WINE STAIN-PLS INSPECT AND CORRECT IF COVERED
 MICROFIBER MDSE

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
REALI B44905R-F KLAU BE	F	FB W/ATT S/CAS	DRINK/BEVERAGE
REALI B44908R-CH KLAU BE	CH	CASING-CTR. SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	RAF Casing	Wine/Bev	1C	
F	LAF Casing	" "	2C	AF Casing
F	front Board	" "	2C	front Board
CH	Casing	" "	2C	Casing

ADDITIONAL COMMENTS:

Severe wine damage that cannot come out of front Board of sleeper, one seat Casing on sleeper and Casing on Chairs. *Cleared

[] Turn Down

[] Follow-Up

[] Complete

SERVICE DATE: 7/17/10

X

VENDOR CODE: 8C6

AMT: \$ 75.00

one seat Casing from sleeper that had minor wine damage. I will send photo to F.D.I.

SK 7/17

SERVICE REPORT

DATE: 07/11/10

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

FROM: Jennifer Warehouse Claim Ctr.

Claim: 252139-00

7/11

RE: STEPHANIE KLEMPNER
150 EAST 18TH ST
MANHATTAN NY 10003

Order #/Delivery TAC 006296 6/03/05
APT: 4M Home Phone 646 498 5775
Work Phone 646 498 5775 CELL

9th
10th

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 CHOCOLATE STAIN ON S/CASING
DOWNBLEND SLIPCOVER

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS DB80100-S BULL NA	S	CASING-CTR. SEAT	FOOD

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
S	Casing	food	1C	

ADDITIONAL COMMENTS: Cleaned one heart casing that had chocolate stains. Only fresh stains covered for also had small old stains.

[] Turn Down [] Follow-Up [] Complete

SERVICE DATE: 7/17/10

X VENDOR CODE: 8C6 AMT: \$ 75.00

DATE: 04/28/10

TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

FROM: Jennifer Warehouse Claim Ctr.

8/28

Claim: 237102-00

RE: JOSHUA PRESSMAN
200 W 26TH ST
MANHATTAN NY 10001

Order #/Delivery TSC 183168 10/11/08
APT: 10L Home Phone 617 501 7548
Work Phone 212 994 8140

10³
12³

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 BEVERAGE STAINS ON ALL S/CAS ON THE SOFA (RED WINE)
PLEASE INSPECT AND CORRECT

abric

NATURE OF COMPLAINT: Upholstery Shield

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ A4475-Q 6123 00	Q	ALL SEAT CASINGS	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	Casings	Bew.	IC	

ADDITIONAL COMMENTS: Cleaned 2 seat casings that had wine stain. Only fresh stain covered for also has old stains.

☐ Turn Down

☐ Follow-Up

☒ Complete

SERVICE DATE: 7/17/10

X

VENDOR CODE: 8C6

AMT: \$ 75.00

Jennifer Customer Service

SERVICE REPORT

MEC

DLK 7/17

SAT

DATE: 07/14/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 253105-00
FROM: Jennifer Warehouse Claim Ctr.

7/17

RE: ANNLUIS LISTON
35 EAST 35TH STREET
NEW YORK NY 10016

#100

Order #/Delivery FF 023703 11/20/97
Home Phone 212 684 7150
Work Phone 917 902 5357 CELL

11

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
F	Cooking	food/bw	1C	

ADDITIONAL COMMENTS: Cleaned 2 seat Casings that had coffee and Chicken stains Old stains also present.

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

X VENDOR CODE: 8C6 AMT: \$ 75.00

5/6 7/17

SERVICE REPORT

DATE: 06/09/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx

Phone 917 414 5064

Fax 914 576 2763

SAT

Claim: 245613-00

FROM: Jennifer Warehouse Claim Ctr.

6/c

NY 10462

H#(212)564-9104

RE: TIMI VALEMTYK

320 W 38TH ST

NEW YORK

Order #/Delivery UWS 002402 6/09/10

APT: 324 Home Phone 917 355 3809

Work Phone

NY 10018

113

130

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 STATES THAT ARM OF SOFA CAME IN SOILED

NATURE OF COMPLAINT: Warranty

fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENIC B1555-F	6018 12	F ARM-RAF IN/OUT	DIRT ON DLVRY

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
F	left arm	Dirt on Delv	1H	

ADDITIONAL COMMENTS: Cleaned left arm of sofa covered by Dirt on Delv.

[] Turn Down

[] Follow-Up

[/] Complete

SERVICE DATE: 7/12/10

X

VENDOR CODE: 8C6

AMT: \$ 75.00

DATE: 07/08/10

TO: B.C. Chem-Dry

B.C. Carpet Cleaning Inc.

1921 Bogart Ave.

Bronx NY 10462

Phone 917 414 5064

Fax 914 576 2763

Claim: 251890-00

FROM: Jennifer Warehouse Claim Ctr.

RE: ANYA WALLACH

330 W 45TH ST

NEW YORK NY 10036

Order #/Delivery BC 072471 5/02/07

APT: 2F Home Phone 212 956 2566

Cell ~~917~~ Phone 917 330 6134

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 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
Q	Casings	Food / SW	1C	

ADDITIONAL COMMENTS: Cleaned 2 seat casings that had coffee and milk stains. only fresh stains covered for also has old stains.

☐ Turn Down

☐ Follow-Up

☒ Complete

SERVICE DATE: 7/17/10

X VENDOR CODE: 8C6 AMT: \$ 75.00

SERVICE REPORT

sart nt

DATE: 04/27/10
TO: B.C. Chem-Dry
B.C. Carpet Cleaning Inc.
1921 Bogart Ave.
Bronx NY 10462
Phone 917 414 5064
Fax 914 576 2763

Claim: 236646-00
FROM: Jennifer Warehouse Claim Ctr.

4/27

uife
all (917) 716-7775

RE: JESSICA GARDNER
5 TUDOR CITY PL
MANHATTAN NY 10017

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

213

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

NATURE OF COMPLAINT: Upholstery Shield fabric

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
KLAUS 4108L-CHS MICR OY	CHS	CASING-CTR. SEAT	DRINK/BEVERAGE

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
CH	Casing	Bew.	1c	
S	Casing	Bew.	1c	

ADDITIONAL COMMENTS: Cleaned all seat casings that had juice and coffee stains (fresh only) Also has old stains.

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

X _____ VENDOR CODE: 8C6 AMT: \$ 75.00

MEU

OK 7/17

Jennifer Customer Service
SERVICE REPORT

DATE: 07/01/10 Claim: 250531-00
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

7/1

RE: JACKY FURLAITER Order #/Delivery JLS 019264 6/30/10
401 EAST 65TH ST APT: 9B Home Phone 212 988 2569
MANHATTAN NY 10065 Work Phone 917 837 3246 CELL

200
490

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 RF IOA WAS DEL'D DAMAGED -- NICKS
212-592-9237 (OFFICE) DAYTIME PH#

NO SHT

NATURE OF COMPLAINT: Warranty

ITEM	SIZE	AREA AFFECTED	TYPE OF DEFECT
VENNJ M4575-Q 0625 10	Q	ARM-RAF IN/OUT	SCRATCHED/NICKED

INSPECTION

TECHNICIAN'S REPORT

SIZE	AREA	TYPE	CODE	COMPONENTS
Q	right arm	Regrut 2H		right arm
Q	Back Corner left side	Regrut 2M		Back Corner left side

ADDITIONAL COMMENTS: Right arm has severe Regrut marks made by Delta people. Also the Back Corner CAT on the left side has a defect, beams are

[] Turn Down [X] Follow-Up [] Complete SERVICE DATE: 7/17/10
X VENDOR CODE: 8C6 AMT: \$ 30.00

breaking open. Inspection only.
I will send pics to T.D. Inc.