

Wednesday, December 05, 2012

4065 Brickstone Mews
Mississauga Ontario L5B 0G3

RE: Apology for Delayed Installation for #TH 3

Dear Ornella Sangiorgio And Roberto Sangiorgio,

The Installation of your garage doors; that Amacon Construction LTD has ordered for your home, is delayed for completion.

We have been given the date of, the week of December 17th, 2012 by the trade for the installation of your garage doors. Amacon will notify you of the exact date closer to the time of installation.

We don't like this situation and we realize you don't either.

The cause is the volume of new home construction underway in our region. The trade contractors are struggling to keep up with demands for new homes and struggling to meet their obligations to previously built homes.

Amacon accepts responsibility for addressing this problem. However, in spite of our best efforts, Amacon cannot completely protect you from the effects.

We want to assure you that Amacon will monitor this matter for timely completion and are aware that your home requires these garage doors. Amacon will continue to track the product and communicate with the trade contractors to see that all the work is completed.

Your patience is appreciated, and if you have any questions, please contact us.

Sincerely,

Amacon Customer Care



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3279 Alpaca Ave
Mississauga Ontario L5M 7V4

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