
Laundry delivery times

1 message

Peter & Hannah <mail_spd@yahoo.co.uk>
To: paul.grimshaw@cannonhygiene.com

18 July 2007 at 22:54

Dear Paul,

Account no 6STO 001. 44 Zealand Ave.Harmondsworth.

Re my telephone call to you today.I would like to get my delivery time changed please to an AM slot.
I appreciate the driver can't give an exact time, but before 1200 on any day would be great.We are a small guest house and I only have cleaners there in the morning to take the laundry in.My delivery has been getting later and later and it means I have to wait for him with my 2 young children which is no fun,it arrived at 1455 today.So please would that be possible to arrange?
I also have another account opening with you next week so If we can tie the two in for a morning delivery that would be great.

Just one other thing over the past three weeks, I have noticed that my clean laundry is hot off the press as it were on arrival ! We take great care to lay it all flat in our cupboards but is getting very creased on route to us because I think its still hot from ironing.Would it be possible to do something about this as I'm sure you will appreciate creased bedlinen does not look appealing to a guest!

I look forward to hearing from you.

Many thanks

Hannah King -Ward

Yahoo! Mail is the world's favourite email. Don't settle for less, sign up for your free account today.

customer service ! account no 6STO001

1 message

Peter & Hannah <mail_spd@yahoo.co.uk>

29 October 2008 at 07:58

Reply-To: mail_spd@yahoo.co.uk

To: hygiene@cannonhygiene.com

Dear Sir or Madam,

I am becoming increasingly exasperated with Cannon.

I am repeatedly phoning you and e mailing you to discuss a problem which YOU have caused,which has caused me endless problems with my customers.

Your manager Tim Lusher spoke to me back in Aug,and has never got back to me!

I spoke to George on 12th Sept,he promised to get immediately back to me.Now we are in Oct,

I have now had to withhold Aug's payment to try and get to the the bottom of this and STILL no one has contacted me! Apart from sending me a letter to say you are going to stop my deliveries.What kind of customer service is this?

I even spoke to a lady in accounts last week and I explained it all to her,she promised to follow it up,but STILL I have heard nothing from anybody.

I will seriously have to think about changing Laundries soon as I really cannot put up with this appalling lack of service and customer care

I wait again for your reply

Hannah King-Ward.

Fw: account 6STO001 (Storm Property)

1 message

Peter & Hannah <mail_spd@yahoo.co.uk>
To: neil.mcewan@cannonhygiene.com

6 September 2009 at 20:39

Dear Neil,

Re our telephone call on friday,I am enclosing the promised sent e mails. Just also to confirm that my last day with Cannon will be the 10th Sept 2009 and that I will send back any laundry that arrives this Wednesday.

--- On Wed, 15/10/08, Peter & Hannah <mail_spd@yahoo.co.uk> wrote:

From: Peter & Hannah <mail_spd@yahoo.co.uk>
Subject: account 6STO001 (Storm Property)
To: hygiene@cannonhygiene.com
Date: Wednesday, 15 October, 2008, 9:44 AM

Wednesday, 29 October, 2008 7:58 AM

From:
"Peter & Hannah" <mail_spd@yahoo.co.uk>
View contact details
To:

hygiene@cannonhygiene.com

Dear Sir or Madam,

I am becoming increasingly exasperated with Cannon.

I am repeatedly phoning you and e mailing you to discuss a problem which YOU have caused,which has caused me endless problems with my customers.

Your manager Tim Lusher spoke to me back in Aug,and has never got back to me!

I spoke to George on 12th Sept,he promised to get immediately back to me.Now we are in Oct, I have now had to withhold Aug's payment to try and get to the the bottom of this and STILL no one has contacted me! Apart from sending me a letter to say you are going to stop my deliveries.What kind of customer service is this?

I even spoke to a lady in accounts last week and I explained it all to her,she promised to follow it up,but STILL I have heard nothing from anybody.

I will seriously have to think about changing Laundries soon as I really cannot put up with this appalling lack of service and customer care

I wait again for your reply

Hannah King-Ward.

Dear Sir or Madam,

I am replying to your letter about our overdue account and the reasons why It hasn't been paid.

- We first complained on 1st August explaining that the linen had an extremely foul smell . We were dealt with by one of your admin team who said he was unable to deal with our complaint and that he would get some to call me. Nobody called back.
- On 2nd August I called back and insisted on speaking to a manager and was told that a manager would call me back. Again nobody called me.
- 3rd August called again nobody to speak to me and told that someone would call me.
- On the 4th August I finally spoke to Tim Lusher, I fully explained the problem with the linen.He agreed on a refund and said that I would be sent out replacement sheets and duvet covers the next day and that a sample of the rancid linen would be picked up for assessment and that they would report the findings back to me.



INVOICE

Page 1 of 1

Invoice Address:

22 Gordon Road
GORDON ROAD
SHEPPERTON Middlesex
TW17 8JX

Invoice SN0312091
Tax Point 23rd October 2010
Customer Ref 60002277
Group Name INDIVIDUAL - NON GROUP
Purchase Order Ref

Service Provided To:

45 Zealand Avenue
Hammondsworth
WEST DRAYTON Middlesex
UB7 0EW

Invoice Period 26th September 2010 to 23rd October 2010

4 weeks

Reference / Department	Service	Charge Type	Net Charge (£)	Vat
Schedule Reference	CON001742			
Department	Default department			
	Linen As Used	As Used	828.43	VAT 17.5%
		Department Total	828.43	
		Total amount @ VAT 17.5%	828.43	144.98
		Total Vat		144.98
		£ Invoice Total:	973.41	

Sunlight Textile Services is a division of The Sunlight Service Group Ltd. Registered Office: 4 Grosvenor Place, London, SW1X 7DL : VAT No. GB 226 5161 79

REMITTANCE

Please remit to:

The Sunlight Service Group Ltd
PO Box 6114
Basingstoke
RG24 8JP
Fax: 01256 339219
Email: cash.query@sunlight.co.uk

Servicing Location -
Tele No -
Email:
Invoice Account No.
Customer Name:
INVOICE:
Invoice Total:

Merton 1
0208 542 4646
merton1@sunlight.co.uk
60002277
22 Gordon Road
SN0312091
973.41

Payment Terms: This invoice is due for payment by 22nd November 2010

Sunlight

textile services



INVOICE

Invoice **SN0549181**
 Tax Point **30th April 2011**
 Customer Ref **60002277**
 Group Name **INDIVIDUAL - NON GROUP**
 Purchase Order Ref

Invoice Address:

22 Gordon Road
 GORDON ROAD
 SHEPPERTON Middlesex
 TW17 8JX

Service Provided To:

45 Zealand Avenue
 Harmondsworth
 WEST DRAYTON Middlesex
 UB7 0EW

Invoice Period

4 weeks

Reference / Department	Service	Charge Type	Net Charge (£)	Vat
Schedule Reference	CON001742			
Department	Default department			
	Linen As Used	As Used	784.77	VAT 20.0%
		Department Total	784.77	
		Total amount @ VAT 20.0%	784.77	156.95
		Total Vat		156.95
		£ Invoice Total:	941.72	

Please be advised that the charges for the supply of Laundry Bags will be amended from 1/6/11

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 PO Box 6114
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 RG24 8JP
 Fax: 01256 339219
 Email: cash.query@sunlight.co.uk

Servicing Location -

Tele No -

Email:

Invoice Account No.

Customer Name:

INVOICE:

Invoice Total:

Merton 1

0208 542 4646

merton1@sunlight.co.uk

60002277

22 Gordon Road

SN0549181

941.72

Payment Terms: This invoice is due for payment by 30th May 2011



INVOICE

Invoice SN0957804
 Tax Point 28th April 2012
 Customer Ref 60002277
 Group Name INDIVIDUAL - NON GROUP
 Purchase Order Ref

Invoice Address:

22 Gordon Road
 GORDON ROAD
 SHEPPERTON Middlesex
 TW17 8JX

Service Provided To:

45 Zealand Avenue
 Harmondsworth
 WEST DRAYTON Middlesex
 UB7 0EW

Invoice Period 01st April 2012 to 28th April 2012

4 weeks

Reference / Department	Service	Charge Type	Net Charge (£)	Vat
Schedule Reference	CON001742			
Department	Default department			
	Linen As Used	As Used	902.57	VAT 20.0%
		Department Total	902.57	
		Total amount @ VAT 20.0%	902.57	180.51
		Total Vat		180.51
		£ Invoice Total:	1083.08	

Sunlight Textile Services is a division of The Sunlight Service Group Ltd. Registered Office: 4 Grosvenor Place, London, SW1X 7DL : VAT No. GB 226 5161 79

REMITTANCE

Please remit to:

The Sunlight Service Group Ltd

PO Box 6114
 Basingstoke
 RG24 8JP
 Fax: 01256 339219
 Email: cash.query@sunlight.co.uk

Serving Location -

Tele No -

Email:

Invoice Account No.

Customer Name:

INVOICE:

Invoice Total:

Merton 1

0208 542 4646

merton1@sunlight.co.uk

60002277

22 Gordon Road

SN0957804

1083.08

Payment Terms: This invoice is due for payment by 28th May 2012

INVOICE

Invoice SN1364763
 Tax Point 25th May 2013
 Customer Ref 60002277
 Group Name INDIVIDUAL - NON GROUP
 Purchase Order Ref

Invoice Address:

22 Gordon Road
 GORDON ROAD
 SHEPPERTON Middlesex
 TW17 8JX

Service Provided To:

45 Zealand Avenue
 Harmondsworth
 WEST DRAYTON Middlesex
 UB7 0EW

Invoice Period 28th April 2013 to 25th May 2013

4 weeks

Reference / Department	Service	Charge Type	Net Charge (£)	Vat
Schedule Reference	CON001742			
Department	Default department			
	Linen As Used	As Used	722.33	VAT 20.0%
		Department Total	722.33	
		Total amount @ VAT 20.0%	722.33	144.47
		Total Vat		144.47
		£ Invoice Total:	866.80	

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REMITTANCE

Please remit to:
 The Sunlight Service Group Ltd
 PO Box 6114
 Basingstoke
 RG24 8JP
 Fax: 01256 339219
 Email: cash.query@sunlight.co.uk

Servicing Location - Merton 1
 Tele No - 0208 542 4646
 Email: merton1@sunlight.co.uk
 Invoice Account No. 60002277
 Customer Name: 22 Gordon Road
 INVOICE: SN1364763
 Invoice Total: 866.80

Payment Terms: This invoice is due for payment by 24th June 2013

INVOICE

Invoice SN1716816
Tax Point 24th May 2014
Customer Ref 60002277
Group Name INDIVIDUAL - NON GROUP
Purchase Order Ref

Invoice Address:

22 Gordon Road
 GORDON ROAD
 SHEPPERTON Middlesex
 TW17 8JX

Service Provided To:

45 Zealand Avenue
 Harmondsworth
 WEST DRAYTON Middlesex
 UB7 0EW

Invoice Period 27th April 2014 to 24th May 2014

4 weeks

Reference / Department	Service	Charge Type	Net Charge (£)	Vat
Schedule Reference	CON001742			
Department	Default department			
	Top Up	As Used	896.92	VAT 20.0%
		Department Total	896.92	
		Total amount @ VAT 20.0%	896.92	179.38
		Total Vat		179.38
		£ Invoice Total:	1076.30	

Berendsen UK Ltd, part of the Berendsen plc group. Registered Office: 4 Grosvenor Place, London, SW1X 7DL : VAT No. GB 226 5161 79

REMITTANCE

Please remit to:

Berendsen UK Ltd
 PO Box 6114
 Basingstoke
 RG24 8JP
 Fax: 01256 339219
 Email: cash.query@berendsen.co.uk

Servicing Location -

Tele No -

Email:

Invoice Account No.

Customer Name:

INVOICE:

Invoice Total:

Merton 1

0208 542 4646

merton1@berendsen.co.uk

60002277

22 Gordon Road

SN1716816

1076.30

Payment Terms: This invoice is due for payment by 23rd June 2014

INVOICE

Invoice SN002121076
 Tax Point 23rd May 2015
 Customer Ref 60002277
 Group Name INDIVIDUAL - NON GROUP
 Purchase Order Ref

Invoice Address:

22 Gordon Road
 GORDON ROAD
 SHEPPERTON Middlesex
 TW17 8JX

Service Provided To:

45 Zealand Avenue
 Harmondsworth
 WEST DRAYTON Middlesex
 UB7 0BN

Invoice Period 26th April 2015 to 23rd May 2015

4 weeks

Reference / Department	Service	Charge Type	Net Charge (£)	Vat
Schedule Reference	CON001742			
Department	Default department			
	Top Up	As Used	779.38	VAT 20%
		Department Total	779.38	
		Total amount @ VAT 20%	779.38	155.88
		Total Vat		155.88
		£ Invoice Total:	935.26	

Berendsen UK Ltd, part of the Berendsen plc group. Registered Office: 4 Grosvenor Place, London, SW1X 7DL : VAT No. GB 226 5161 79

REMITTANCE

Please remit to:

Berendsen UK Ltd

PO Box 6114
 Basingstoke
 RG24 8JP
 Fax: 01256 339219
 Email: cash.query@berendsen.co.uk

Servicing Location -

Tele No -

Email:

Invoice Account No.

Customer Name:

INVOICE:

Invoice Total:

Merton 1

0208 542 4646

merton1@berendsen.co.uk

60002277

22 Gordon Road

SN002121076

935.26

Payment Terms: This invoice is due for payment by 22nd June 2015

INVOICE

Invoice **SN2393050**
 Tax Point **30th April 2016**
 Customer Ref **60002277**
 Group Name **INDIVIDUAL - NON GROUP**
 Purchase Order Ref

Invoice Address:

22 Gordon Road
GORDON ROAD
SHEPPERTON
TW17 8JX

Service Provided To:

45 Zealand Avenue
 HARMONDSWORTH
 WEST DRAYTON
 UB7 0BN

Invoice Period **03rd April 2016 to 30th April 2016****4 weeks**

Reference / Department	Service	Charge Type	Net Charge (£)	Vat
Schedule Reference	CON001742			
Department	Default department			
	Top Up	As Used	1550.96	VAT 20%
		Department Total	1550.96	
Department	RESTAURANT			
	Top Up	As Used	14.34	VAT 20%
		Department Total	14.34	
Total amount @ VAT 20%		1565.30	313.06	
		Total Vat	313.06	
		£ Invoice Total:	1878.36	

Berendsen UK Ltd, part of the Berendsen plc group. Registered Office: 4 Grosvenor Place, London, SW1X 7DL : VAT No. GB 226 5161 79

REMITTANCE

Please remit to:

Berendsen UK Ltd

PO Box 6114
 Basingstoke
 RG24 8JP
 Fax: 01256 339219
 Email: cash.query@berendsen.co.uk

Servicing Location -

Tele No -

Email:

Invoice Account No.

Customer Name:

INVOICE:

Invoice Total:

Merton 1

0208 542 4646

merton1.invoice@berendsen.co.uk

60002277

22 Gordon Road

SN2393050

1878.36

Payment Terms: This invoice is due for payment by 30th May 2016

INVOICE

Invoice SN2631527
 Tax Point 01st April 2017
 Customer Ref 60002277
 Group Name INDIVIDUAL - NON GROUP
 Purchase Order Ref

Invoice Address:

22 Gordon Road
 GORDON ROAD
 SHEPPERTON
 TW17 8JX

Service Provided To:

45 Zealand Avenue
 HARMONDSWORTH
 WEST DRAYTON
 UB7 0BN

Invoice Period 26th February 2017 to 01st April 2017

5 weeks

Reference / Department	Service	Charge Type	Net Charge (£)	Vat
Schedule Reference	CON001742			
Department	Default department			
	Top Up	As Used	2058.70	VAT 20%
		Department Total	2058.70	
Department	RESTAURANT			
	Top Up	As Used	47.80	VAT 20%
		Department Total	47.80	
Total amount @ VAT 20%		2106.50	421.30	
		Total Vat	421.30	
		£ Invoice Total:	2527.80	

Berendsen UK Ltd, part of the Berendsen plc group. Registered Office: 4 Grosvenor Place, London, SW1X 7DL : VAT No. GB 226 5161 79

REMITTANCE

Please remit to:

Berendsen UK Ltd
 PO Box 6114
 Basingstoke
 RG24 8JP
 Fax: 01256 339219
 Email: cash.query@berendsen.co.uk

Servicing Location -

Tele No -

Email:

Invoice Account No.

Customer Name:

INVOICE:

Invoice Total:

Merton 1

0208 542 4646

merton1.invoice@berendsen.co.uk

60002277

22 Gordon Road

SN2631527

2527.80

Payment Terms: This invoice is due for payment by 01st May 2017

INVOICE

Invoice SN2858970
 Tax Point 28th April 2018
 Customer Ref 60002277
 Group Name INDIVIDUAL - NON GROUP
 Purchase Order Ref

Invoice Address:

22 Gordon Road
 GORDON ROAD
 SHEPPERTON
 TW17 8JX

Service Provided To:

45 Zealand Avenue
 HARMONDSWORTH
 WEST DRAYTON
 UB7 0BN

Invoice Period 01st April 2018 to 28th April 2018

4 weeks

Reference / Department	Service	Charge Type	Net Charge (£)	Vat
Schedule Reference	CON001742			
Department	Default department			
	Top Up	As Used	1888.57	VAT 20%
		Department Total	1888.57	
Department	RESTAURANT			
	Top Up	As Used	21.76	VAT 20%
		Department Total	21.76	
Total amount @ VAT 20%		1910.33	382.07	
		Total Vat	382.07	
		£ Invoice Total:	2292.40	

Berendsen Hospitality Ltd, part of the Ellis S.A. group. Registered Office: Intec 3, Wade Road, Basingstoke, RG24 8NE : VAT No. GB 226 5161 79

REMITTANCE

Please remit to:

Berendsen Hospitality Ltd
 PO Box 6114
 Basingstoke
 RG24 8JP
 Fax: 01256 339219
 Email: cash.query@berendsen.co.uk

Servicing Location -

Tele No -

Email:

Invoice Account No.

Customer Name:

INVOICE:

Invoice Total:

Merton 1

0208 542 4646

merton1.invoice@berendsen.co.uk

60002277

22 Gordon Road

SN2858970

2292.40

Payment Terms: This invoice is due for payment by 28th May 2018