



Robinsons Appliances

DATE : June 10, 2024
TO : Ms- Natalie Sevilla
FROM : Jeke Rosales
SUBJECT : Delivery Over Charge

This is to report the following details of an incident that happened in the store:

1. **WHO** (name/s of the person involved):

Jeke Rosales

2. **WHAT** (description of the incident. Example – accident, theft, shoplifting)

Delivery Over Charge

3. **WHEN** (approximate time and date)

June 6, 2024 at 10:30 in the Morning

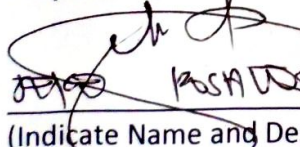
4. **WHERE** (approximate area where the incident happened)

Selling Area

5. **HOW** (narration of the incident limited to the personal knowledge of the person making the report or based on statements as stated in the attached statements of witnesses)

Noong Hunyo 6, 2024 bandang 10:30 ng umaga, may na assist kaming customer from Division E-Samar, una bumili agad sya ng 4 units na Samsung AC Split type 3units 1hp at 1 unit 2.5hp), kinalaanan nagdagdag na naman sya ng Samsung side by side, Samsung Front load at Samsung 85" TV at iba pang mga small appliances. About sa delivery, una tinawagan nila si Carl at yun nga hindi nya daw kaya, kulang daw sa tao, ako bilang una tinawagan nila si Carl at yun nga hindi nya daw kaya, kulang daw sa tao, ako bilang customer nanghihingi ng din sa sales, baka hindi mapapaligay bumili ang customer kasi gusto nya kinabukasan daw dapat madeliver ang items. Naisip ko si Bryan Gozoco at pinapasa ko ko sa kaniya kung pagayag ko Maam (Natalie Sevilla). Noong nagkautap kami ni Bryan (Driver) ito ang hiniling nyan charge (6,500) pero sinabi kung 8K nalang at pumayag naman sya, at sinabi ko naman sa kasama ko na yun yung delivery charge ng 727 sa over over charge namin sa delivery. Humihingi kami at nakatanggap ako ng 727 sa over over charge namin sa delivery. Humihingi po ako ng patawag, alam kung mali iyon at hindi na po ito madulit Maam

Prepared by:


JEKE ROSALES / KOLIN
(Indicate Name and Designation)

sorry po, nagkamali ako. II