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March 27, 2026

Customer Relations Department
Northbridge Home & Living Co.
410 Industrial Parkway
Mississauga, ON L5N 6P9

Re: Service Issue — Order #SR-44182, Customer ID 88-3247

Customer Relations Team,

I am writing to formally raise a complaint regarding order #SR-44182, placed on February 18, 2026 for a Brookwood solid-oak dining table and four matching side chairs. The shipment was originally promised by March 4 and did not arrive until March 22 — eighteen days past the contracted delivery window. When the crate was finally opened, the tabletop had two visible gouges along the front edge, the leg-to-apron joint on one chair was split, and a second chair was missing the felt glides altogether. Photographs documenting all damage were taken at the moment of delivery in the presence of the courier and are attached to this letter.

I have made repeated good-faith attempts to resolve this matter through your standard support channels. I called the customer-care line on March 22 (case #CC-99014, agent Priya), again on March 24 (agent Daniel), and a third time on March 25, when I was assured a supervisor would call back within 24 hours — that call never came. I also submitted a written ticket via the support portal on March 23, followed up by email on March 24 and again on March 26, attaching the courier's damage report and the original packing slip. To date none of these contacts has produced a substantive response beyond an automated acknowledgement.

In light of the delay and the condition of the goods received, I am requesting the following resolution: a full refund of the $612.40 expedited-shipping surcharge that was billed but plainly not honoured; a no-cost replacement of the damaged tabletop and the split chair, dispatched via insured freight to my address above; and written confirmation of a firm replacement-delivery date no later than fourteen calendar days from your receipt of this letter. I am willing to retain the second chair pending arrival of the missing glides, provided those parts ship within the same window.

I would prefer to settle this matter directly and amicably, and I trust that a company of Northbridge's standing will treat a long-standing customer accordingly. However, if I have not received a written response and a concrete remediation plan by April 14, 2026, I will have no choice but to escalate the matter to the Ontario Ministry of Public and Business Service Delivery's Consumer Protection branch and to file a formal complaint with the Better Business Bureau. I sincerely hope that step will not be necessary.

Regards,

Marko Petrović
Customer ID: 88-3247
Phone: (905) 488-2174