

Charlton
Andover
Hants

11th November 2008

Dear Sir,

You will find enclosed a letter I intended to personally deliver to yourself but after the appalling experience in your Swindon showroom I did not trust your staff to pass it on.

I did indeed drive the item to you for a full refund. I was then told a refund was not possible because I had opened the box. My argument is that I could not be certain of the contents without actually looking. The contents themselves had not been removed. Andy Pearce spoke to you on the telephone and informed me you had reiterated what he was saying, I was refused the opportunity of speaking to you personally.

After a considerable amount of arguing back and forth, Mr Pearce and another member of your staff disappeared for some time saying they were listening to my telephone calls of Sunday 9th November. When they returned they disputed the information I had given them but would not allow me the luxury of listening to the calls myself.

I then decided the situation was futile and decided to leave the items at your showroom and take the matter to the small claims Court, on asking for a receipt for the returned items I was again refused for the reason the goods belonged to me.

Exasperated, I decided to take my own photographic evidence at which point your employee physically stopped my partner from doing so, then barged through us and picked up my goods saying he was going to dump them outside, he then dropped them and the contents were broken and in pieces on your showroom floor. At this point he became completely obnoxious and effected a sarcastic tone saying, 'Oh dear, I appear to have dropped your things and broken them.'

Feeling very intimidated I decided to telephone the police who were very helpful and have actually logged the incident. They did offer to attend over the physical and verbal situation but I declined this.

Your employees were intent on removing the debris from the floor but I stood in the way because I wanted further photographic evidence, which I now have.

The items were then returned into the box by your employees and I now have them in my possession in exactly this state.

I have indeed made a claim to the small claims Court and also contacted the Consumer Programme, BBC Watchdog.

My only intention is to receive full financial reimbursement of £129.95, there is now a Court fee added of £25, and the matter will be dropped.

Should this not be the outcome I will pursue the matter within Court and the BBC.

I look forward to hearing from you.

Yours faithfully

Mrs Lorraine Adam