

STATE OF NORTH CAROLINA  
WAKE COUNTY

IN THE GENERAL COURT OF JUSTICE  
SUPERIOR COURT DIVISION  
FILE NO.

FILED

STATE OF NORTH CAROLINA *ex rel.* 2016 OCT -4 A 11: 48  
ROY COOPER, Attorney General,

WAKE COUNTY, C.S.C.

Plaintiff,

BY         

v.

**COMPLAINT**

Crystal Spear a.k.a. Crystal Hope Spear,  
and Ronnie Griffin a.k.a. Ronnie Allen Griffin/  
Allen Griffin/Ronnie Spear/Allen Spears,  
individually and collectively d/b/a:  
NC Appliance Repair;  
Piedmont Appliance Repair;  
NC Service Center;  
Charlotte Appliance Repair;  
Service Today;  
Service X-perts;  
Service Experts;  
Gastonia Appliance Repair;  
Home Pros; and  
A + Home Services,

**MOTION FOR  
TEMPORARY RESTRAINING ORDER**

**MOTION FOR  
PRELIMINARY INJUNCTION**

Defendants.

1. Plaintiff, the State of North Carolina, by and through its Attorney General, Roy Cooper, brings this action against defendants, alleging violations of the Unfair and Deceptive Trade Practices Act, N.C. Gen. Stat. § 75-1.1 *et seq.* This action arises out of an appliance repair scheme perpetrated by defendants, in which defendants claim to be in the business of repairing appliances within the homes of North Carolina consumers, when in reality defendants take money from consumers without performing any actual repair of consumers' appliances. Plaintiff seeks a Temporary Restraining Order, Preliminary Injunction, Permanent Injunction, and other

injunctive relief against defendants, as well as civil penalties, restitution for victims, attorneys' fees and other costs.

### PARTIES

2. Plaintiff is the State of North Carolina acting by and through its Attorney General, Roy Cooper, pursuant to authority granted by Chapters 75 and 114 of the North Carolina General Statutes.

3. Defendant Crystal Spear, a.k.a. Crystal Hope Spear (hereinafter "Spear"), is an individual whose last known address is, upon information and belief, 180 Mountain View Court, Lexington, North Carolina, in Davidson County. During the facts giving rise to this complaint, Spear has resided at other addresses in and around Lexington, North Carolina. Upon information and belief, Spear is married to defendant Ronnie Griffin.

4. Defendant Ronnie Griffin, a.k.a. Ronnie Allen Griffin, Allen Griffin, Ronnie Spear and Allen Spears (hereinafter "Griffin"), is an individual whose last known address is, upon information and belief, 3548 Thomasville Road, Winston-Salem, North Carolina, in Forsyth County. Upon information and belief, during the facts giving rise to this complaint, Griffin has resided with Spear at other addresses in and around Lexington, North Carolina. Upon information and belief, Griffin is married to defendant Spear.

5. Defendants NC Appliance Repair, Piedmont Appliance Repair, NC Service Center, Charlotte Appliance Repair, Service Today, Service X-perts, Service Experts, Gastonia Appliance Repair, Home Pros, and A + Home Services are not registered in North Carolina in any capacity, e.g., as corporations, partnerships, limited companies, or limited liability partnerships. Rather, they are names under which Spear and Griffin have operated their business, as set forth below.

## **JURISDICTION AND VENUE**

6. This Court has jurisdiction over the defendants pursuant to N.C. Gen. Stat. § 1-75.4 because defendants have transacted business within the state of North Carolina at all times relevant to this Complaint.

7. Venue properly lies in Wake County pursuant to the authority granted the Attorney General by N.C. Gen. Stat. § 75-14.

## **FACTUAL ALLEGATIONS**

### **Introduction**

8. Defendants are engaged in an ongoing appliance repair scheme. Defendants advertise their purported repair services under numerous business names, and claim to be expert repair technicians. After showing up at a consumer's home, Defendants perform a sham investigation of the appliance, claim either to have fixed the problem or that a new part is needed, demand and receive money for labor, the part, or both, and then leave, without performing any repair. The consumer is left with an unrepaired appliance, is out the money paid to Defendants, and never sees Defendants again. Defendants have victimized consumers in at least nine counties in North Carolina, and recently perpetrated this scheme on a consumer living in Conway, South Carolina.

### **Defendants' Unlawful Conduct**

9. Defendants advertise their sham business over the Internet, through Craigslist and via URL names such as [www.ncappliancerepair.com](http://www.ncappliancerepair.com), [www.ncservicecenter.com](http://www.ncservicecenter.com), [www.appliancerepairnearyou.com](http://www.appliancerepairnearyou.com) and [www.AHome.Services@yahoo.com](mailto:www.AHome.Services@yahoo.com).

10. Defendants' scheme works as follows: A consumer in need of appliance repair will search the Internet, typically looking for appliance repair businesses linked to the particular

appliance brand. When consumers click on the search link, they find the name of the business under which Spear and Griffin are currently operating. Consumers then click on the link to that business, call the cell phone number provided by Spear and Griffin, and make arrangements for a time for either Spear or Griffin to come to the house to diagnose the problem and make repairs. Spear or Griffin (or both) will show up, and then pretend to examine the particular appliance and diagnose the problem. At that point, Defendants quote a price for part(s) and/or labor, demand payment by cash or check, leave the residence with payment in hand and with promises to return, and, if they were paid by check, promptly cash the check. Alternatively, Defendants will claim they have performed the necessary repair, then leave upon receiving payment by cash or check, after which (if paid by check) they promptly cash the check.

11. In the instances where Defendants claim to have completed the necessary repair, consumers, upon realizing the appliance still does not work, attempt to follow up with Defendants by phone. These consumers report that Defendants either do not respond to their calls, or for a brief period do respond and promise to return, but never do so. Consumers report that Defendants offer excuses for why they have not been able to return, including the following: that there was a death in Defendants' family; that the technician was in an accident; that the spouse (either Spear or Griffin) was in an accident and was on life support; that the part was on back-order; that overnight shipment of the part had been delayed; that Defendants were working on another big repair job or were "swamped" with business; that one of Defendants' children had missed the school bus and therefore Spear or Griffin had to drive the child to school; that one of the company employees had quit; and that (according to Griffin) Spear was no longer with the company. These conversations between consumers and Defendants are short-lived, as Defendants cease responding at all to consumers' calls within a matter of days (see Exhibit 1,

Affidavit of Maria J. Harkley; Exhibit 3, Affidavit of Carol Reinbold; Exhibit 4, Affidavit of Charles Lackey).

12. In the instances where Defendants claim they will return after obtaining the necessary part, the scenario is the same. Consumers attempt to follow up by phone to find out the status of the part and when Defendants will return, and either do not hear back from Defendants, or, for a brief while, do hear back, but are given the same excuses. Within a matter of days Defendants cease responding to the calls, and never do return to fix the appliance (Exhibit 1, Affidavit of Maria J. Harkley; Exhibit 5, Affidavit of Jeremy Denman).

13. One consumer has reported attempting to contact Spear or Griffin via text messages, in addition to calling. According to this consumer, Spear initially returned his calls, on two occasions promising to return. She never did return, and within a few days ceased responding to the consumer's calls and texts (Exhibit 4, Affidavit of Charles F. Lackey).

14. Consumers report that Defendants, particularly Spear, come across as knowledgeable and convincing when they show up for the service call. They appear to be engaged in real work on the appliance, disassembling and reassembling the appliance and talking about their background in appliance repair, their expertise with that particular brand, and the need for specific parts. When consumers find out that no repair has actually occurred, they typically retain the services of a legitimate appliance repair company, and are then informed that the repair described by Defendants was bogus (Exhibit 1, Affidavit of Maria J. Harkley; Exhibit 2, Affidavit of Vito J. Catanese; Exhibit 3, Affidavit of Carol Reinbold; Exhibit 4, Affidavit of Charles F. Lackey).

15. The Consumer Protection Division of the North Carolina Department of Justice (the "Consumer Protection Division") has received ten written complaints from North Carolina

consumers identifying either Spear or Griffin, or both, as the person(s) who have taken money for purported appliance repairs and failed to perform any repairs. In each of these instances, the consumers paid Defendants by cash or check. Per Defendants' instructions, the checks were made payable to either Crystal Spear or Ronnie Griffin. Immediately thereafter, the checks were cashed (Exhibit 1, Affidavit of Maria J. Harkley; Exhibit 2, Affidavit of Vito Catanese; Exhibit 5, Affidavit of Jeremy Denman).

16. Of these ten complaints, seven involved fake repairs of refrigerators. The remaining complaints involved a freezer, gas range and dryer. The sums these consumers have paid to Spear and Griffin range from \$125.00 to \$520.00. The average amount is \$273.22 (Exhibit 1, Affidavit of Maria J. Harkley).

17. For each of these written complaints received from a consumer, the Consumer Protection Division sent Defendants a letter, asking for a written response. After receiving no response, the Consumer Protection Division sent a second letter; again there was no response (Exhibit 1, Affidavit of Maria J. Harkley).

18. In July 2012, after the Consumer Protection Division had received four written complaints, it wrote Spear yet another letter, directing her, *inter alia*, to contact the office and to explain how she intended to reimburse consumers who had paid her money and not received the promised services. Defendants failed to respond to this letter (Exhibit 1, Affidavit of Maria J. Harkley).

19. The Consumer Protection Division has reviewed complaints about Defendants' conduct submitted to the Better Business Bureau ("BBB") offices in Greensboro, Winston-Salem and Charlotte. Collectively, these BBB offices have received 27 complaints which specifically identify Spear and/or Griffin as the individual(s) who took money from consumers without

performing any appliance repair. These complaints show that the business name most often used by Defendants in the Greensboro/Winston-Salem area is Service Experts. In the Charlotte area, the names most often used are Charlotte Appliance Repair, Appliance Repair, and Piedmont Appliance Repair (Exhibit 1, Affidavit of Maria J. Harkley).

20. Some consumers who have attempted to track down Defendants after they were victimized have verified that the business address provided by Defendants does not exist. Similarly, one consumer has reported that, after calling Griffin repeatedly and leaving many messages (which went unreturned), the consumer investigated the phone number used by Griffin, and learned that the number belonged to someone other than Spear and Griffin (Exhibit 1, Affidavit of Maria J. Harkley; Exhibit 3, Affidavit of Carol Reinbold; Exhibit 5, Affidavit of Jeremy Denman).

21. The BBB complaints reveal the same pattern of fraud, deception and theft perpetrated by Defendants. The complaints show that Defendants have victimized consumers living in Alamance, Davidson, Forsyth, Gaston, Guilford, Iredell, Mecklenburg and Randolph Counties. According to the complaints, the appliances on which Defendants have pretended to work, and for which no repair has been made, include refrigerators, washers, dryers, dishwashers, ovens and stoves. In every instance save one, Spear and/or Griffin were paid by cash or check. The one exception occurred when the consumer refused to make his check payable to Spear, as she demanded. He insisted that he make the check out to "The Service Center," the business name under which Defendants were then operating; according to this consumer, Spear's male colleague became hostile and threatening, calling him repeatedly and threatening to remove the part (a thermal coupling) purportedly installed in the consumer's oven (Exhibit 1, Affidavit of Maria J. Harkley; Exhibit 5, Affidavit of Jeremy Denman).

22. According to one BBB complaint, in April 2016, a consumer living in Conway, South Carolina was victimized by Griffin. This consumer states that Griffin claimed to have fixed the consumer's dryer by installing a "roller kit." The consumer paid Griffin by check, and the check was cashed that day. Shortly thereafter, the consumer realized the dryer was still not working (Exhibit 1, Affidavit of Maria J. Harkley).

23. Per the BBB complaints, the sums which consumers have paid to Defendants range from \$50.00 to \$322.80 (Exhibit 1, Affidavit of Maria J. Harkley).

24. Many of the consumers who filed complaints with the Consumer Protection Division or the BBB state that Defendants promised that the repair was covered by a warranty. Typically, Spear or Griffin write on their invoice that they are providing either a one-year or two-year warranty for parts and labor, though on one occasion a three-year warranty was promised. Because Defendants never return to fix the appliance, the warranty is meaningless (Exhibit 1, Affidavit of Maria J. Harkley; Exhibit 2, Affidavit of Vito Catanese; Exhibit 3, Affidavit of Carol Reinbold; Exhibit 4, Affidavit of Charles Lackey; Exhibit 5, Affidavit of Jeremy Denman).

25. The BBB complaints and complaints filed with the Consumer Protection Division reveal that Griffin has used different personal names in his dealings with consumers. Typically, he goes by the name Ronnie Griffin. Less often, he uses his full name, Ronnie Allen Griffin. In at least four of the complaints he has used the name Allen Griffin, and he has also gone by the name Ronnie Spear and Allen Spears (Exhibit 1, Affidavit of Maria J. Harkley; Exhibit 3, Affidavit of Carol Reinbold; Exhibit 5, Affidavit of Jeremy Denman).

26. According to BBB records, the BBB offices have not received any response to their correspondence sent to Spear and Griffin at the various addresses Spear and Griffin have given consumers (Exhibit 1, Affidavit of Maria J. Harkley).

27. According to documents received from the Winston-Salem BBB, the overall number of inquiry calls received from consumers and law enforcement agencies involving Crystal Spear and Ronnie Griffin has increased significantly over time, from 122 calls during 2012 to 367 calls in 2016. The total number of inquiry calls received by the Winston-Salem BBB during this time is 994 (Exhibit 1, Affidavit of Maria J. Harkley).

28. Defendants perpetrate their deception upon consumers by constantly changing their Internet presence. They do this by first linking their then-business name with sites designed to steer consumers toward repair companies that service a particular brand; for example, if the consumer has a Samsung refrigerator, he or she will likely look for companies that service that appliance, find the name of Spear and Griffin's business (say, "Service Experts") with a link to Defendants' URL site, click on Defendants' site, and call the phone number. And, just as quickly as Spear and Griffin are able to create a business name and steer consumers toward it, they are quickly able to erase that presence and create a new one. For example, if the consumer with the Samsung appliance goes back a few weeks later to the original site that identified companies which repair Samsung appliances, the name "Service Experts" will likely have disappeared. At that point, Spear and Griffin would have come up with a different business name (or multiple names) and/or a different URL site, and would have linked their name(s) and/or URL site with other sites listing companies that repair other appliance brands. It is because of this constant shape-shifting that many consumers report that, after they realize they have been victimized by Defendants, it is only after going back to the Internet to do further

research on Spear or Griffin that they are able to figure out that Spear and Griffin have been perpetrating the same fraud on numerous others by using multiple personal and business names (Exhibit 1, Affidavit of Maria J. Harkley; Exhibit 3, Affidavit of Carol Reinbold; Exhibit 5, Affidavit of Jeremy Denman).

29. Defendants' unlawful and deceptive conduct has persisted throughout 2015 and 2016. For example, in July 2015, a 71-year-old gentleman, Charles Lackey, noticed his refrigerator had stopped working. Mr. Lackey lives in Denton, North Carolina. He googled refrigerator repair businesses and came across one that he described as "owned by Crystal Spear." On July 29, 2015, he spoke with Spear by phone and made arrangements for her to repair his refrigerator. She showed up that evening and appeared to work on the refrigerator. She came across as knowledgeable and experienced, and Mr. Lackey assumed she knew what she was doing; he trusted her. Spear charged Mr. Lackey \$250.00 for the purported repair, writing out an invoice in the name of Piedmont Appliance Repair and itemizing the charges as \$150.00 for two parts and \$100.00 for labor. She wrote on the invoice that the repair was covered by a one-year warranty for parts and labor. Spear was paid by check and left. The check, made payable to Ronnie Griffin, was cashed the next day.

That next day, Mr. Lackey contacted Spear when he realized the refrigerator still was not working. She promised to return to the house but failed to do so. Mr. Lackey called Spear again, and again she promised to return, claiming she had missed the previous appointment because she was working on another "major job." Again Spear failed to return, and thereafter, Mr. Lackey was unable to get in touch with her, despite numerous efforts (Exhibit 4, Affidavit of Charles F. Lackey).

30. The experience of Carol Reinbold, whose affidavit is attached as Exhibit 3, further illustrates Defendants' recent unlawful and deceptive conduct. In September 2015, Ms. Reinbold noticed that her GE freezer was not defrosting, causing it to lose coldness, which in turn was causing the refrigerator to be less cold. She did research on the Internet to find a local appliance repair company that serviced GE appliances, clicking on Appliance Appointment.com, a site which matches repair companies with particular manufacturers. She found the name of a company listed at the bottom of the box, "Service Today," with a Charlotte telephone number and address.

Ms. Reinbold called and made arrangements for a service technician to come to her house; the person who came identified himself as Ronnie Griffin. Griffin took the freezer drawer out and took the door off the freezer, telling Ms. Reinbold the freezer needed Freon. He then proceeded to inject the Freon, or so he told Ms. Reinbold. After completing his work, Griffin presented Ms. Reinbold a handwritten invoice in the amount of \$520.00; he wrote on the invoice that the repair came with a one-year warranty for parts and labor, and at the top of the invoice he wrote the name "Service Today." Griffin refused to accept payment by credit card, insisting on payment by personal check, made out to him. He cashed the check for \$520.00 the same day.

Within two days, it became clear to Ms. Reinbold that her freezer and refrigerator still had the same problem. Over the next several days, she made repeated calls to Service Today, each time getting a call back with apologies and promises that a technician would show up. This happened four times. Each time, no one came. Ms. Reinbold then went on the Internet to try to find more about Service Today, and when she did so she found that the name and number were no longer on the Appliance Appointment.com page. Rather, Sears came up as the repair company, with a phone number. When she searched for the street address for Service Today, she

discovered the address did not exist. Eventually, a certified GE technician fixed the refrigerator and freezer, for \$345.00, which included the cost of a new seal. The technician explained to Ms. Reinbold that the seal was the problem, and that if the Service Today repairman had in fact treated the cooling system by injecting Freon, he may have done damage to the compressor by doing so. The technician was unable to verify that Freon had actually been inserted, and he explained that GE uses its own Freon, which is critical for the freezer to work properly (Exhibit 3, Affidavit of Carol Reinbold).

**CLAIM FOR RELIEF**  
**VIOLATIONS OF THE UNFAIR AND DECEPTIVE TRADE PRACTICES ACT,**  
**N.C. GEN. STAT. § 75-1.1 et. seq.**

31. Plaintiff incorporates herein by reference paragraphs 1 through 30, and alleges further that the aforesaid acts, practices, omissions and representations by the defendants constitute unfair and deceptive trade practices in violation of N.C. Gen. Stat. § 75-1.1 *et seq.*

32. Defendants' unfair and deceptive business practices include, but are not limited to:

- (a) knowingly and intentionally taking money from consumers for nonexistent repair of appliances;
- (b) taking money from consumers for the purchase of a part, when in reality no such part was ever purchased, and Defendants knowingly took consumers' money with the intent simply to keep the money;
- (c) holding themselves out to consumers as owning and operating viable appliance repair businesses, when in reality the businesses exist in name only, and in reality Defendants knowingly use multiple sham business names in order to intentionally deceive consumers by making it more

difficult for consumers to identify Defendants as wrongdoers through consumers' online investigation;

- (d) providing business addresses which Defendants know are false, done with the intent to deceive consumers by making it more difficult for consumers to identify Defendants as wrongdoers through consumers' online investigation;
- (e) knowingly and intentionally providing numerous excuses for why Defendants are unable to return to address the continued problem with the appliance, thereby creating the false impression that Defendants will actually return to fix the appliance, when in reality they never do return;
- (f) representing to consumers that the repair is covered by warranty, when in reality Defendants knowingly and intentionally performed no repair, never intended to perform a repair, and failed to return to actually fix the appliance, all of which renders the claimed warranty meaningless;
- (g) knowingly and intentionally making false promises to consumers that Defendants had fixed, or would fix, the appliance, when in reality Defendants' work on the appliance was a sham, and Defendants were simply taking money from consumers for nonexistent work and/or nonexistent parts;
- (h) systematically soliciting consumers, via various Internet sites, for a business which Defendants know is bogus and which is intended to take money from consumers without any real service being performed;

- (i) threatening at least one consumer after that consumer questioned why he needed to make out a personal check.

33. Defendant Crystal Spear, individually and in her capacity as the owner and operator of appliance repair businesses operating under various names, is responsible for the above-described unfair and deceptive trade practices.

34. Defendant Ronnie Griffin, individually and in his capacity as the owner and operator of appliance repair businesses operating under various names, is responsible for the above-described unfair and deceptive trade practices.

35. Pursuant to N.C. Gen. Stat. § 75-14, the Attorney General is authorized to seek and obtain a temporary restraining order and injunctive relief to restrain defendants' violations of N.C. Gen. Stat. § 75-1.1.

36. Pursuant to N.C. Gen. Stat. § 75-15.1, the Attorney General is authorized to seek and obtain cancellation of all contracts and the restoration of all monies obtained by defendants as a result of defendants' violations of N.C. Gen. Stat. § 75-1.1.

37. Pursuant to N.C. Gen. Stat. § 75-15.2, the Attorney General is authorized to seek and obtain civil penalties for each and every knowing violation of a statute, including but not limited to N.C. Gen. Stat. § 75-1.1, where the defendant has violated N.C. Gen. Stat. § 75-1.1.

38. Pursuant to N.C. Gen. Stat. § 75-16.1, the Attorney General is authorized to seek and obtain a reasonable attorney fee for the prosecution of this action.

**REQUEST FOR A TEMPORARY RESTRAINING ORDER**  
**UNDER N.C. GEN. STAT. § 75-14**

As shown by this complaint and the accompanying affidavits, the defendants' deceptive and illegal practices have harmed the residents of this state and other states. Plaintiff State of North Carolina therefore requests a Temporary Restraining Order pursuant to N.C. Gen. Stat. §

75-14 so that further harm to consumers and further violations of law might be prevented. In support of Plaintiff's Motion for a Restraining Order, the affidavits of Maria J. Harkley, Vito J. Catanese, Carol Reinbold, Charles F. Lackey and Jeremy Denman are attached hereto and incorporated herein by reference.

**PRAYER FOR RELIEF**

WHEREFORE, plaintiff prays the Court for the following relief:

1. That the Court issue a Temporary Restraining Order pursuant to N.C. Gen. Stat. § 75-14 prohibiting defendants, their agents, employees and corporate successors or assigns, and any persons acting in concert with them, from:
  - a. engaging in unfair or deceptive acts or practices in violation of N.C. Gen. Stat. § 75-1.1, including but not limited to the acts and practices listed in Paragraph 32 of plaintiff's Claim for Relief;
  - b. advertising, offering, soliciting, or entering into contracts with consumers for any product or service, including accepting payment from consumers for any product or service;
  - c. destroying, transferring, concealing, or altering or removing from their possession or control any financial records, customer contracts, e-mails or other correspondence, business records, and other documents of defendants;
  - d. transferring, withdrawing, concealing, disposing, or encumbering any of the defendants' assets without permission of the Court; provided, however, that permission shall not be required if the plaintiff agrees in writing to the expenditures.

2. That, upon proper notice to defendants and within ten (10) days of the entry of the Temporary Restraining Order, a hearing be conducted to determine whether that Order, or any reasonable modifications thereof, should be considered in the form of a preliminary injunction pending the final adjudication of this cause, as allowed by N.C. Gen. Stat. § 75-14;

3. That, pursuant to N.C. Gen. Stat. §§ 75-1.1 and 75-15.1, all contracts between defendants and consumers be canceled, at the consumers' discretion, and all monies consumers have paid to any defendants be reimbursed;

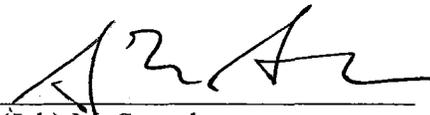
4. That, pursuant to N.C. Gen. Stat. § 75-14, a permanent injunction be entered upon final adjudication of this case to prevent defendants and their officers, agents, employees, successors, and assigns from resuming any unfair or deceptive practices;

5. That defendants be required to pay civil penalties to the State in the amount of \$5,000.00 per violation of the Unfair and Deceptive Trade Practices Act, pursuant to N.C. Gen. Stat. § 75-15.2;

6. That costs and reasonable attorney's fees be awarded the Attorney General pursuant to N.C. Gen. Stat. § 75-16.1; and

7. That the Court award such other and further relief as may be just and proper.

This the 4<sup>th</sup> day of October, 2016.

  
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Stuart (Jeb) M. Saunders  
Assistant Attorney General  
North Carolina Department of Justice  
P.O. Box 629  
Raleigh, NC 27602-0629  
Tel: 919-716-6000  
N.C. Bar No. 19614

Attorney for STATE OF NORTH CAROLINA  
ex rel. ROY COOPER, Attorney General



STATE OF NORTH CAROLINA  
COUNTY OF WAKE

AFFIDAVIT OF MARIA J. HARKLEY

I, Maria J. Harkley, being first duly sworn, depose and state as follows:

1. I am employed by the North Carolina Department of Justice in the Consumer Protection Division (“Consumer Protection Division”), as a Consumer Protection Specialist. My duties in this position include maintaining records of written complaints submitted by consumers to the Consumer Protection Division, conducting investigations of these complaints, and attempting to mediate them by corresponding with the businesses and consumers involved in the controversy. I am the custodian of all the records, correspondence and other documents maintained in our office regarding Ronnie Griffin and Crystal Spear (“Griffin” and “Spear”), the owners of a purported appliance repair business operating under numerous names, including NC Appliance Repair, Piedmont Appliance Repair, and Service Experts.

2. From 2011 to 2016, the Consumer Protection Division received ten written complaints from consumers concerning the business practices of Spear and Griffin. Exhibit A, attached hereto, is a true and accurate copy of seven representative complaints.

3. The consumers who filed these complaints have alleged a common scenario involving their efforts to have an appliance repaired in the home. In every instance, the consumer went online to find the name of a local appliance repair company, came across the name of a particular appliance repair company with a phone number, and called and arranged for a technician from the company to come to the house to repair the appliance. The person who showed up was either Spear or Griffin (or both). Spear or Griffin worked on the appliance, and

either told the consumer that they had completed the necessary repair or that a part was needed to complete the repair. In both scenarios, Spear or Griffin then requested payment, and insisted that the payment be made by cash or check. When they were paid by check, Spear or Griffin demanded that the check be made out to one of them personally rather than the business name under which they were operating. Most consumers wrote out a check, and Spear or Griffin cashed the check that day or the next day. These consumers soon realized that Spear or Griffin had not actually performed any repair; alternatively, when consumers paid Spear or Griffin for a part, they learned that no part had presumably been purchased, as evidenced by the fact that there was never a return visit from Spear or Griffin. In every instance (i.e., payment for the purported part or purported repair), the consumer never saw Spear or Griffin again. Consumers were therefore left with an unrepaired appliance and were out the money they had paid to Spear or Griffin.

4. Among the ten complaints, seven involve nonexistent repairs of refrigerators. The remaining complaints involved a freezer, gas range, and dryer. The sums these consumers paid to Spear and Griffin range from \$125.00 to \$520.00. The average amount is \$273.22.

5. These consumers further report that Spear or Griffin have given them a handwritten invoice itemizing the false repair. For eight of the complaints, Spear and Griffin did not include a business address on the invoice, and therefore consumers did not have a physical address to use to attempt to follow up with Spear or Griffin. For the remaining two, Griffin provided a Charlotte address in one instance and a Winston-Salem address in the other. The consumer who lived in Charlotte was subsequently able to determine that Griffin's Charlotte address was bogus because the street did not exist.

6. On some of the invoices, Spear or Griffin have written that the repair is covered by a warranty for parts and labor. Because Spear or Griffin never return to work on the appliance they did not repair in the first instance, the warranty is meaningless.

7. These consumers further describe their attempts to contact Spear or Griffin by phone after they realize their appliance has not been fixed, or after they do not hear back from Spear or Griffin after having paid for a purported part. Some consumers have been able to get through to Spear or Griffin by phone over the next several days. In these instances, Spear or Griffin promised a return visit which never materialized, but after a few days they ceased responding at all to the consumer's calls (it is not uncommon for Spear or Griffin to make repeated promises to return, yet they never do return). Other consumers have been unable to get hold of Spear or Griffin at all after the first (and only) service call. These consumers either left phone messages which went unreturned, or encountered a message saying the phone number was not accepting messages or was no longer in service.

8. In four of the ten complaints, Spear is the person with whom the consumer has dealt. In four others it has been Griffin, and on two occasions the consumer dealt with both Spear and Griffin. Spear has operated under a different business name each time. Those names are: NC Appliance Repair; NC Service Center; A + Home Services; and Charlotte Appliance Repair. Griffin has also used different business names. Those names are: Home Pros; NC Appliance Repair; Service Today; and Service X-perts/Appliance Repair. When Spear and Griffin operated together, they used the names NC Appliance Repair and Gastonia Appliance Repair.

9. For each written complaint received from a consumer, the Consumer Protection Division wrote a letter to Spear and Griffin's business, asking for a written response. The

Consumer Protection Division had located the physical address at which Spear resided, 12641 NC Highway 8, Lexington, NC 27292. So, for the eight complaints in which Spear or Griffin did not provide a business address to consumers, the Consumer Protection Division's letter was sent to Spear at that address. For the other two complaints, both of which involved Griffin, the Consumer Protection Division's letter was sent to the business address provided by Griffin. Spear and Griffin did not respond to any of the letters. Per protocol, the Consumer Protection Division sent a second letter to Spear or Griffin, again requesting a response; in some instances a third letter was sent. Spear or Griffin did not respond to any of these letters. Exhibit B, attached hereto, is a true and accurate copy of representative letters which the Consumer Protection Division sent to Spear in 2012 concerning the complaint of one consumer.

10. In July 2012, after having received four complaints, the Consumer Protection Division wrote Spear yet another letter. This letter referenced the complaints and asked her to contact the office to explain how she intended to reimburse consumers who had paid her money and not received the promised services. Spear (or Griffin) did not respond.

11. The Consumer Protection Division has additionally reviewed complaints about Spear and Griffin submitted to the Better Business Bureau ("BBB"), as well as other documentation kept by the BBB pertaining to Spear and Griffin. Collectively, the BBB offices in Greensboro, Winston-Salem, and Charlotte, North Carolina have received 27 complaints which specifically identify Spear and/or Griffin as the individual(s) who took money from consumers without performing any appliance repair. Exhibit C, attached hereto, is a true and accurate copy of ten representative complaints received from the BBB offices. The BBB complaints show that the business name most often used by Spear and Griffin in the Greensboro/Winston-Salem area is Service Experts. In the Charlotte area, the names most

commonly used are Charlotte Appliance Repair, Appliance Repair, and Piedmont Appliance Repair.

12. Similar to the complaints the Consumer Protection Division has received directly from consumers, the BBB complaints describe repeated fraudulent and deceitful practices on the part of Spear and Griffin. The BBB complaints show that Defendants have performed sham repairs of appliances owned by consumers living in Alamance, Davidson, Forsyth, Gaston, Guilford, Iredell, Mecklenburg and Randolph Counties. In addition, in March 2016, a consumer living in Conway, South Carolina was victimized by Griffin. According to this consumer, Griffin claimed to have fixed the consumer's dryer by installing a "roller kit. The consumer paid Griffin by check, and the check was cashed that day. Shortly thereafter, the consumer realized the dryer was still not working. Exhibit D, attached hereto, is a true and accurate copy of this complaint.

13. According to the BBB complaints, the appliances on which Defendants have pretended to work, and for which no repair has been made, include refrigerators, washers, dryers, dishwashers, ovens and stoves. In every instance, Spear or Griffin were paid by cash or by check made out to them individually; if paid by check, in every instance they promptly cashed the check. There was one exception to this pattern: one wary consumer refused to make his check payable to Spear, as she demanded; he insisted that he make the check out to "The Service Center," the business name under which Spear and Griffin were then operating. According to this consumer, he then began receiving hostile and threatening calls from Spear's colleague, who was the same man he first spoke to when he scheduled the service call. This man called the consumer repeatedly, threatening to remove the part (a thermal coupling) purportedly installed in the consumer's oven. Exhibit E, attached hereto, is a true and accurate copy of this complaint.

14. As indicated in the BBB complaints, the sums which consumers have paid to Defendants range from \$50.00 to \$322.80.

15. The BBB complaints reveal that Griffin has used different personal names in his dealings with consumers. Typically, he goes by the name Ronnie Griffin. Less often, he uses his full name, Ronnie Allen Griffin. In at least four of the complaints he has used the name Allen Griffin, and he has also gone by the names Ronnie Spear and Allen Spears.

16. According to BBB records, the BBB offices have not received any response to their correspondence sent to Spear and Griffin at the various addresses Spear and Griffin have given consumers.

17. Further, according to documents received from the Winston-Salem BBB, the overall number of inquiry calls received from consumers and law enforcement agencies involving Crystal Spear and Ronnie Griffin has increased significantly over time, from 122 calls during 2012 to 367 calls in 2016. Exhibit F, attached hereto, is a true and accurate copy of the Winston-Salem BBB's data showing the number of inquiry calls from 2012 to 2016. The total number of inquiry calls received by the Winston-Salem BBB during this time is 994.

18. Within the BBB complaints and complaints filed directly with the Consumer Protection Division, consumers have described how it is that Spear and Griffin deceive them through constant shape-shifting on the Internet and through Spear's and Griffin's seeming professionalism and claims of expertise. First, as these consumers relate, the Internet presence maintained by Spear and Griffin appears set up to convince consumers that Spear and Griffin have expertise in repairing the particular appliance brand. Spear and Griffin do this by linking their then-business name with sites designed to steer consumers toward repair companies that service the particular brand; for example, if the consumer has a Samsung refrigerator, he or she

will likely look for companies that service that appliance, find the name of Spear and Griffin's business (say, "Service Experts") with a link to a URL site, click on that site, and call the phone number. Consumers report that the sites used by Spear and Griffin include [www.ncappliancerepair.com](http://www.ncappliancerepair.com), [www.ncservicecenter.com](http://www.ncservicecenter.com), [www.appliancerepairnearyou.com](http://www.appliancerepairnearyou.com) and [www.AHome.Services@yahoo.com](mailto:www.AHome.Services@yahoo.com). When the consumer speaks with Spear or Griffin (or both), the consumer is assured that the company is expert in repairing that brand of appliance.

Second, when Spear or Griffin show up, they are quite convincing in describing their knowledge of the appliance, and they appear to be doing real work. According to consumers, Spear comes across as particularly knowledgeable and pleasant. For example, she has talked about her familiarity with appliances going back to her childhood when she helped her father and brothers in their own appliance repair business. And, when the consumer follows up after the non-repair, if Spear answers the phone, she is pleasant and convincing in promising to return (though, as set forth above, within a matter of days Spear and Griffin cease responding to calls and never do return).

Third, Spear and Griffin enhance their credibility and further mislead consumers by often writing on their invoice that the repair is covered by a warranty for parts and labor. Typically the invoice states that the warranty is for one or two years, though on one occasion Spear and Griffin promised a three-year warranty (see within Exhibit C, attached hereto, the BBB complaint of Jackie Great, which contains a copy of the invoice signed by Crystal Spear; the invoice references "Charlotte Appliance Repair," "Allen Griffin," and "Crystal," and further states, "3 year Warranty (Parts + Labor)."

Fourth, Spear and Griffin always have a host of excuses for why they missed their return service call (or calls). Among the excuses are: that there was a death in the family; that the

technician was in an accident; that the spouse (either Spear or Griffin) was in an accident and was on life support; that the part was on back-order; that Defendants were working on another big repair job or were “swamped” with business; that one of Spear or Griffin’s children had missed the school bus and therefore Spear or Griffin had to drive the child to school; that one of the company employees had quit; and that (according to Griffin) Spear was no longer with the company.

And finally, consumers report that Spear and Griffin are adept at constantly changing their company name and contact information by erasing and re-creating their Internet presence. As these consumers describe, it is after they realize they have had been scammed by Spear or Griffin that they go back to the Internet to search for information about Spear and Griffin; only then are they then able to figure out that Spear and Griffin have been perpetrating the same fraud on numerous others by using multiple business names. For example, if the consumer with the Samsung appliance went back a few weeks later to the original site that identified companies which repair Samsung appliances, the name “Service Experts” would likely have disappeared. At that point, Spear and Griffin would have come up with a different business name (or multiple names) and would have linked the name or names with other sites pertaining to repair of other appliance brands.

19. The theme that emerges from the many complaints is that consumers feel angry and hurt. Most of the complaining consumers start off in a vulnerable state because they are in need of immediate repair of a critical appliance, and they feel betrayed because they have been so trusting. Much of their anger seems to stem from their eventual realization that Spear and Griffin have perpetrated the same fraud on so many others. And every consumer wants his or her money back.

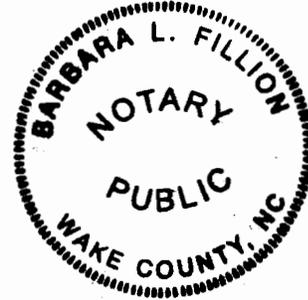
Maria J. Harkley      9/27/16  
Maria J. Harkley      Date

Sworn to and subscribed before me:

This the 27<sup>th</sup> day of September, 2016

Barbara L. Fillion  
(Notary Public)

My Commission Expires: 3-31-2020



**Consumer**

---

**From:** consforms@ncdoj.gov  
**Sent:** Friday, September 27, 2013 1:56 PM  
**To:** Consumer  
**Subject:** Complaint 2084 Denman  
**Attachments:** Home Pros Receipt.jpeg

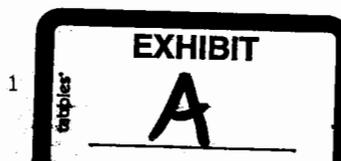
**Your Information**

Prefix Mr \* First Name Jeremy  
Middle Initial \* Last Name Denman  
\* Mailing Address 3241 Hines Chapel Rd.  
\* City Greensboro  
\* State NC \* Zip Code 27405  
Country, if not US  
Day Phone Number (including area code) 336-621-0885  
Evening Phone Number (including area code) 336-621-0885  
Cell Phone Number (including area code) 336-706-2660  
Fax Number (including area code)  
County of Residence Guilford Email Address [jeremydenman@hotmail.com](mailto:jeremydenman@hotmail.com)  
I am a military service member, veteran, or military spouse No

**Information About Company Against Which You Are Complaining**

\* Full name of company Home Pros  
Address  
City Greensboro  
State NC Zip Code  
Country, if not US  
Company's internet address (URL)  
\* Telephone number, including area code 336-253-4743  
Fax number, including area code

**Complaint Information (complete any blocks which apply to your complaint)**



Product, item, or service involved

Appliance Repair

Date of purchase, service, contract 8/21/2013 12:00:00 AM

Manufacturer or brand LG

Model LRSC26922TT

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number LRSC26930TT

Did you sign a contract or a lease? No

Start Date 8/21/2013 12:00:00 AM End Date

Total amount paid 150 Amount in dispute 150

How was payment made: Cash

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

### Information About the Transaction

How was initial contact made between you and the I received a telephone call from business

Where did the transaction take place? At my home

### Details of Complaint

\* Details

Limit of 2500 characters

I did an Internet search for an Appliance repairman in my area, (Greensboro, NC) and submitted for a quote from several places. Unfortunately I don't know from which lead I got the call from, but this man going by "Allen Griffin" of "Home Pros" said he could come out the very next morning. He looked at my refrigerator and did some tests and said that I needed a new compressor and that he would need \$150 up front to order it, then he would be back in two days to install it. He never showed up at the appt. time two days later so I called him and he gave me an excuse that the 'overnight' shipment got delayed. I called back a couple days later when he missed the next appt. and he gave me an excuse that one of his four kids missed the bus for school, but that he'd call me back to let me know what time to expect him. Since

then he has not called me, and I have called the number he gave me several times every day and have left several messages but he has vanished! This was 4 weeks ago! I did a search on the number he gave me and had originally called me from, which is 336-253-4743. Upon more research on BBB I unfortunately have found that he has gone by many personal names and company names and has run the exact same con on multiple people! And he has yet to be caught or dealt with.

## Resolution Attempts You Have Made

Have you contacted the company with your complaint?	Yes
If yes, name of person most recently contacted	Voice Mail
His/her phone number, incl. area code	336-253-4743
Results	No Response after multiple attempts and messages. The cost to replace my refrigerator for the initial cash paid to him and damages. We have been living out of a cooler without a means to replace it and have also had no luck trying to sell the \$2000 refrigerator with a busted compressor.
* What resolution would you consider fair?	
Do you have an attorney in this case?	No
If yes, name of your attorney	
Attorney's number, incl. area code	
Has your complaint been heard or is it scheduled to be heard in court?	No
If yes, where and when?	
If already heard, what was the result?	
Will you be submitting documentation by mail or fax?	No

**Consumer**

---

**From:** consforms@ncdoj.gov  
**Sent:** Thursday, November 07, 2013 10:12 AM  
**To:** Consumer  
**Subject:** Complaint 2985 Bevins

**Your Information**

Prefix                      Mrs                      \* First Name              Angela  
Middle Initial              D                      \* Last Name              Bevins  
\* Mailing Address              429 Deerfield Drive  
\* City                      Mount Holly  
\* State                      NC                      \* Zip Code              28120

Country, if not US

Day Phone Number (including area code)      704-860-6644

Evening Phone Number (including area code)      704-827-8066

Cell Phone Number (including area code)      704-860-6644

Fax Number (including area code)

County of Residence      Gaston      Email Address      [bevinsad@hotmail.com](mailto:bevinsad@hotmail.com)

I am a military service member, veteran, or military spouse      No

**Information About Company Against Which You Are Complaining**

\* Full name of company              Crystal and Ronnie Spear  
Address                      12641 Highway 8  
City                      Lexington  
State                      NC              Zip Code      27292

Country, if not US

Company's internet address (URL)

\* Telephone number, including area code              336-908-3351

Fax number, including area code

# Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved                      Refridgerator Repair

Date of purchase, service, contract                      10/31/2013 12:00:00 AM

Manufacturer or brand                      Whirpool

Model

Account number

Serial number

Did you sign a contract or a lease?                      No

Start Date                      10/31/2013 12:00:00 AM                      End Date                      11/1/2013 12:00:00 AM

Total amount paid                      200.00                      Amount in dispute                      200.00

How was payment made:                      Check

Did you buy an extended service contract?                      No

If yes, name of company responsible for extended service contract or warranty

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

## Information About the Transaction

How was initial contact made between you and the business?                      I received a telephone call from business

Where did the transaction take place?                      At my home

## Details of Complaint

\* Details

Limit of  
2500  
characters

My refridgerator needed repaired 10/31/13. I searched on the internet and found Gastonia Appliance Repair and called the number listed (704-817-3755). I was told that they can get a tech out the same day, but I had to pay the \$50 service fee upfront and if I had the repairs done then the \$50 would go toward the cost of the repair. A man calls and tells me he will be there in an hour from phone number 336-908-3351 (Greensboro) . He arrives with a lady. They look at the refridgerator and tell me that it will cost \$200 to repair. He claims that he left his invoices at his last job and will email me my invoice. I never receive. They make the repairs and tell me to write the check to Crystal Spear, the lady who came with him. They immediately went to my bank to cash. The next morning the refridgerator isn't working again. I call Gastonia Appliance Repair who says they will contact the people and I should receive a call within 30 minutes. Two hours later I call the 336-908-3351 number and the man tells me they will come around lunch. At 2 I call again and leave a message. I call Gastonia Appliance Repair in the meantime and get hung up on two different times. Then I start repeatedly calling the 336-908-3351 number at 3:30. I finally get a text claiming they are in an area with no cell signal. I ask them to let me know whether they care coming, but they never show up or let me know. The man calls me on 11/2 and tells me they will be there but never shows up. After doing some research I find Crystal Spear on ripoffreport.com and complaints against her and Ronnie (which I believe to be the man who was at my house and calling me) on the Better Business Bureau. They have multiple other business names that have been used such as NC Service Center, Winston Salem Service Center, NC Home Pros, A+ Home Service, Quality Home Service, Service Experts, and NC Appliance Repair. Most if not all of these do not have a valid physical address so I do not really think the address listed above is valid. Some other phone numbers they have used include 336-300-5654 and 336-207-6559. I have attached the text messages and a copy of the cancelled check with Crystal's driver's license number written by the bank on the check. Please help me stop all these people from scamming even more people! Gastonia Appliance Repair and Crystal Spear must be working together.

## Resolution Attempts You Have Made

Have you contacted the company with your complaint?	Yes
If yes, name of person most recently contacted	Ronnie Spear
His/her phone number, incl. area code	336-908-3351
Results	None.
* What resolution would you consider fair?	Refund of money.

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax? No

**Harkley, Maria**

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**From:** consforms@ncdoj.gov  
**Sent:** Wednesday, October 07, 2015 3:14 PM  
**To:** Consumer  
**Subject:** Complaint 18472 reinbold

## Your Information

Prefix Mrs \* First Name carol  
Middle Initial \* Last Name reinbold  
\* Mailing Address 1501 LaRochelle Lane  
\* City Charlotte  
\* State NC \* Zip Code 28226  
Country, if not US United States  
Day Phone Number (including area code) 704  
Evening Phone Number (including area code) 3643671  
Cell Phone Number (including area code) 7043643671  
Fax Number (including area code)  
County of Residence McKlenburg Email Address carolrein@earthlink.net  
I am a military service member or military spouse No

## Information About Company Against Which You Are Complaining

\* Full name of company Service Today  
Address 1448 Boeing Street - bogus address  
City Charlotte  
State NC Zip Code 28203?  
Country, if not US  
Company's internet address (URL) Service Today  
\* Telephone number, including area code 704 476-9281  
Fax number, including area code

## Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved Refrigerator repair service

Date of purchase, service, contract 9/30/2015 12:00:00 AM

Manufacturer or brand

Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease? No

Start Date 9/30/2015 12:00:00 AM End Date 9/30/2015 12:00:00 AM

Total amount paid \$520 Amount in dispute \$520

How was payment made: Check

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

## Information About the Transaction

How was initial contact made between you and the  
Where did the transaction take place?

Person came to my home  
At my home

## Details of Complaint

\* Details

Limit of 2500 characters

On the internet I clicked on Local GE Appliance Repair and Appliance Appointment.com came up with information on the manufacturers they service. At the bottom of this in a box was the name, Service Today with a Charlotte telephone number which I called. No one answered but they called me back saying they were away from phone. I booked them to come to my home on Sept. 30 to fix a defrosting problem. Ronnie Griffin was the name of the repair man. Once he had the freezer drawer out and door off, he told me how much it would cost. I found it quite high but under the circumstances agreed. When he presented me with the bill it was all handwritten: Service Today Ronnie Griffin, 704 476-9281, Samedaysevicemb@gmail.com, One Year Warranty (Parts & labor). He would not take a credit card. We paid by check which was cashed the same day. Two days later the problem came back so on Friday, Oct. 2 I called but got no answer with message saying mail box full. I called on Saturday morning, Oct. 3 and spoke with Ronnie

Griffin who said he would come to my house after 2PM. No show and no call. I called Monday morning Oct. 5 and again no answer with mail box full. "Jerry" from that company called me back and apologized for Saturday and assured me they would take care of the problem that day and someone would be out between 2 and 4PM. No show, no call. At 5:15 I called company and again could not leave a message. "Gary" from the company called around 5:45 and said they had been swamped but someone would be out still that day but he couldn't give me the time. When I told him I was very suspicious of their business, he tried to reassure me but as I began to ask questions he got very gruff and hung up on me. A repairman called at 8:45 pm saying they were coming out. No show, no call. They called Tuesday morning again apologizing and assured us someone would be here between 12-1:30PM. No show, no call. When I went on the internet again yesterday, Oct. 6, to find this company, their name and number were no longer on the Appliance Appointment.com page; instead Sears and a phone number appeared in the box. The street name is bogus. This is a scam. Today a certified GE technician fixed my refrigerator for \$345 including a part. He told me the Service Today repairman treated the cooling instead of the defroster and may have done damage to the compressor by doing so. These people are probably out of town by now. If they are caught I would like to be reimbursed not only the \$520 paid to Ronnie Griffin but the \$345 additional it cost me to have my refrigerator fixed.

## Resolution Attempts You Have Made

Have you contacted the company with your complaint? No

If yes, name of person most recently contacted

His/her phone number, incl. area code

Results The phone number given me does not answer and gives a mail box full message so cannot leave a message.

\* What resolution would you consider fair? Nothing less than \$520.00

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax? Yes

Service Today  
704-476-9281

247-6521

RONNIE GRIFFIN

945262

**Invoice**

Samedayservice.com@gmail.com

SOLD TO		SHIP TO
ADDRESS		ADDRESS
CITY, STATE, ZIP		CITY, STATE, ZIP
CUSTOMER ORDER NO.	SOLD BY	TERMS
704-364-3671		
F.O.B.		DATE
		4/13/13

ORDERED	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
		① 134 Recharge			\$ 145.00
		① leak repair			\$ 225.00
		① min labor			\$ 150.00
					Total \$520.00

One Year Warranty (Parts + Labor)

## Consumer

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**From:** conforms@ncdoj.gov  
**Sent:** Monday, July 30, 2012 3:12 PM  
**To:** Consumer  
**Subject:** Complaint 24316 Ray  
**Attachments:** Service Center017.pdf

## Your Information

Prefix Mr \* First Name David  
Middle Initial \* Last Name Ray  
\* Mailing Address 4124 Dogwood Dr  
\* City Greensboro  
\* State NC \* Zip Code 27410

Country, if not US

Day Phone Number (including area code) 336-292-4100

Evening Phone Number (including area code)

Cell Phone Number (including area code)

Fax Number (including area code)

County of Residence Guilford Email Address [dfr@triad.rr.com](mailto:dfr@triad.rr.com)

## Information About Company Against Which You Are Complaining

\* Full name of company Service Center  
Address unknown  
City  
State NC Zip Code  
Country, if not US  
Company's internet address (URL) [www.ncservicecenter.com](http://www.ncservicecenter.com)  
\* Telephone number, including area code 336-207-6559  
Fax number, including area code

## Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved replacement of icemaker for Samsung refrigerator

Date of purchase, service, contract 7/9/2012 12:00:00 AM

Manufacturer or brand

Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease?

Start Date

End Date

Total amount paid

175.00

Amount in dispute

175.00

How was payment made:

Check

Did you buy an extended service contract?

No

If yes, name of company responsible for extended service contract or warranty

## Information About the Transaction

How was initial contact made between you and the  
Where did the transaction take place?

I telephoned the business  
At my home

## Details of Complaint

\* Details

Limit of 2500 characters

Service Center representative came to my house to repair icemaker on Samsung refrigerator on 7/9/12. They had repaired same back in 2011. Said this time icemaker needed replacement and that I needed to write check out to Crystal Spear who would be ordering the parts. This happened on 7/9. Check has been cashed, but no one from Service Center will return voice messages. No one from there has yet to call back. I discovered online that this "company" had many complaints filed against it w/BBB over at least a 10 year period and that a primary person at Serice Center (which had many other business names and services listed in the BBB files including Crystal Spear who my check was made out to) had been fined and spent time in prison. I was able to get someone to answer the phone on 7/27 and told "Brook" that I was supposed to have had my icemaker replaced. She didn't appear to know anything about me or my icemaker. I told her I preferred to get my money back. She said she didn't have the authority to do that, but she would pass it along and it shouldn't be a problem and that someone would contact me on the following Monday. Sad that these crooks are still stealing money from people after all this time. Hope you can do something to put a stop to this.

## **.Resolution Attempts You Have Made**

Have you contacted the company with your complaint?	Yes
If yes, name of person most recently contacted	Brook
His/her phone number, incl. area code	336-207-6559
Results	Said someone would contact me.
* What resolution would you consider fair?	Refund of \$175
Do you have an attorney in this case?	No
If yes, name of your attorney	
Attorney's number, incl. area code	
Has your complaint been heard or is it scheduled to be heard in court?	No
If yes, where and when?	
If already heard, what was the result?	
Will you be submitting documentation by mail or fax?	No

Service Center  
336 - 207-6559

CRYSTAL SPEAR

482655

**Invoice**

WWW.NCSERVICECENTER.COM

SOLD TO		SHIP TO	
ADDRESS		ADDRESS	
CITY, STATE, ZIP		CITY, STATE, ZIP	
CUSTOMER ORDER NO.	SOLD BY	TERMS	F.O.B.
			DATE

ORDERED	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
		<del>XXXXXXXXXXXXXXXXXXXX</del>			
		1 ICE MAKER			85 00
		WATER			80 00
		RS2530BSH			
		RS2530BSH/AA			
		JA 31			
		TOTAL			175 00
		TAX			

**Consumer**

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**From:** conforms@ncdoj.gov  
**Sent:** Thursday, May 10, 2012 10:44 AM  
**To:** Consumer  
**Subject:** Complaint 22575 Siciliano  
**Attachments:** M.Siciliano Invoice.pdf; M.Siciliano check.pdf

**Your Information**

Prefix Mr \* First Name Michael  
Middle Initial \* Last Name Siciliano  
\* Mailing Address 4080 Ivy Bluff Trail  
\* City Winston Salem  
\* State NC \* Zip Code 27106  
Country, if not US  
Day Phone Number (including area code) 336-923-5481  
Evening Phone Number (including area code)  
Cell Phone Number (including area code) 336-529-5560  
Fax Number (including area code)  
County of Residence Forsyth Email Address [mikexsic@aol.com](mailto:mikexsic@aol.com)

**Information About Company Against Which You Are Complaining**

\* Full name of company Service Center  
Address  
City  
State Zip Code  
Country, if not US  
Company's internet address (URL) [www.ncservicecenter.com](http://www.ncservicecenter.com)  
\* Telephone number, including area code 336-207-6559  
Fax number, including area code

**Complaint Information (complete any blocks which apply to your complaint)**

Product, item, or service involved  
Date of purchase, service, contract 4/4/2012 12:00:00 AM

Manufacturer or brand

Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease?

Start Date

End Date

Total amount paid 285.00 Amount in dispute 285.00

How was payment made: Check

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

### Information About the Transaction

How was initial contact made between you and the

I telephoned the business

Where did the transaction take place?

At my home

### Details of Complaint

\* Details

Limit of 2500 characters

I call the ncservicecenter based on their advertisement on the web. They originally came on March 19, 2012 and charged \$25.00 for the service call and said it would cost an additional\$360.70 to repair my gas range. After several days I call and told them to complete the repair. On April 4, 2012 Crystal Spear came and said she needed a deposit to order the part, I gave her a check for \$260.00. She said the repair should be completed in a week. The check was cashed and I did not hear from the organization, I call several times and left messages on their voice mail, they (Ronnie) call after several days and said the part was on back order, again no action I call many times over the last 30 days and received the following statements : "Crystal was in an accident" "the part is on back order" " Someone will be at your home today" Finally they said they would return the money, but no action has been taken. I have not been able to find aphysical address for the company. You can go their web site.

WWW.NCSERVICECENTER.COM

### Resolution Attempts You Have Made

Have you contacted the company with your complaint? Yes

If yes, name of person most recently contacted Ronnie May 10, 2012

His/her phone number, incl. area code 336-207-6559

Results No response, I received their voice mail.

\* What resolution would you consider fair? I want the full \$285.00 returned. I would also like damages for having to wait over 5 weeks to repair the range. We incurred addition cost because we were unable to cook and had to purchase prepared meals. I estimate the addition cost at \$300.00 There are 4 adults and 2 children in our home

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax?

Service Center  
336-207-6559

81111

**Invoice**

www.ncservicecenter.com

SOLD TO		SHIP TO			
ADDRESS		ADDRESS			
CITY, STATE, ZIP		CITY, STATE, ZIP			
CUSTOMER ORDER NO.	SOLD BY	TERMS	F.O.B.		
	336-923-5481				
DATE	4-4-12				
ORDERED	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
		Check to Crystal Spear			
		m# G113951EPS00			
		S# 3103370			
		1) Control Module			259 <sup>00</sup>
		1) Labor			105 <sup>00</sup>
					364 <sup>25</sup>
		1 year Warranty			

A-0640 T-46700/46721

Service Center  
\*336-207-6559\*

435587

**Invoice**

www.ncservicecenter.com

SOLD TO		SHIP TO			
ADDRESS		ADDRESS			
CITY, STATE, ZIP		CITY, STATE, ZIP			
CUSTOMER ORDER NO.	SOLD BY	TERMS	F.O.B.		
	923-5481				
DATE	3-19-12				
ORDERED	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
		w/p ass large			
		m# G113951EPS00			
		S# 3103370			
		Control Board / Antenna Overlay			281 <sup>00</sup>
		Labor - minimum			105 <sup>00</sup>
					385 <sup>00</sup>
		1 yr Warranty			25 <sup>00</sup>
					560 <sup>00</sup>

A-0640 T-46700/46721



**Consumer**

---

From: consforms@ncdoj.gov  
Sent: Saturday, January 07, 2012 11:33 AM  
To: Consumer  
Subject: Complaint 19845 leto

**Your Information**

Prefix Ms \* First Name karen  
Middle Initial \* Last Name leto  
\* Mailing Address 1544 Ireton Lane  
\* City winston-salem  
\* State No \* Zip Code 27103  
Country, if not US  
Day Phone Number (including area code) 3366713528  
Evening Phone Number (including area code) 3366713528  
Cell Phone Number (including area code) 3366713528  
Fax Number (including area code)  
County of Residence North Carolina Email Address [karenleto1@bellsouth.net](mailto:karenleto1@bellsouth.net)

**Information About Company Against Which You Are Complaining**

\* Full name of company Service Xperts/ Appliance Repair  
Address  
City  
State Zip Code  
Country, if not US  
Company's internet address (URL) <http://www.ncappliancerepair.com/>  
\* Telephone number, including area code (336) 937-9043  
Fax number, including area code

**Complaint Information (complete any blocks which apply to your complaint)**

Product, item, or service involved reffridgerator  
Date of purchase, service, contract 11/27/2011 12:00:00 AM

Manufacturer or brand Maytag  
Model MBB2256GES

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease? Yes

Start Date End Date

Total amount paid 350.00 Amount in dispute 350.00

How was payment made: Credit card

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

## Information About the Transaction

How was initial contact made between you and the  
Where did the transaction take place?

Person came to my home  
At my home

## Details of Complaint

\* Details  
Limit of 2500 characters

Called the company on a Sun. talked to Ronnie Griffin told him that my refrigerator was not working, they asked some questions and said it was the compressor, and gave me a price. Crystal Spear came out on November 27th. Worked on the refrigerator, later called for Ronnie to come-out and help. they said that "it would take time for the freezer to freeze." but the job was complete. Paid in full \$350.00 Called on Tues. Nov. 29th to tell them it was still not working. They said they would be out that day, the end of the day came and went and they never showed. Promise after promise that they would show up... List of excuses from Nov. 29th through Jan.3 1. The part isn't available they are waiting for it to be shipped overnight. 2. The part isn't local they are sending someone to Charlotte to pick it up. 3. One of their employees quit. 4. They were overwhelmed with calls they will get to me tomorrow 5. More often than not, there was no answer at all. 6. Text messages not returned 7. Promises to come all the way up to Christmas Eve. ---no show 8. The following week---no show numerous messages 9. Promises on New Year's Eve...no show... 10. Text messages me to "Calm Down" on Dec. 31st 11. Jan. 3rd I call BBB and Winston Salem Police Report(Case) # 1200376 then receive a text message at 9:16PM that they will be here

tomorrow. 12. Calls the morning, I tell him I am tired of waiting. Has been doing this all around the area: <http://greensboro.bbb.org/article/bbb-warns-about-appliance-repair-business-31393> <http://www.ripoffreport.com/electrical-services/ronnie-and-crystal-s/ronnie-and-crystal-spear-cryst-a0ad1.htm> <http://www.scaminformer.com/scam-report/ronny-spears-crystal-hope-spear-did-not-fix-refrigerator-c54007.html> <http://www.digtriad.com/news/article/203858/1/BBB-8-Complaints-Filed-Against-Service-Experts>

## Resolution Attempts You Have Made

Have you contacted the company with your complaint?	Yes
If yes, name of person most recently contacted	Ronnie Griffin aka Ronnie Spear
His/her phone number, incl. area code	(336) 937-9043
Results	promises and never shows... subsequent investigation shows that Ronnie has been in trouble with the law for doing this before. (Please see links in complaint)
* What resolution would you consider fair?	Complete refund! I have had a rental fridge since that date, and I have also incurred the costs of \$100 for that expense
Do you have an attorney in this case?	No
If yes, name of your attorney	
Attorney's number, incl. area code	3366713528
Has your complaint been heard or is it scheduled to be heard in court?	No
If yes, where and when?	
If already heard, what was the result?	
Will you be submitting documentation by mail or fax?	

**STATE OF NORTH CAROLINA  
CONSUMER  
COMPLAINT**

**MAIL TO: CONSUMER PROTECTION  
ATTORNEY GENERAL'S OFFICE  
9001 MAIL SERVICE CENTER  
RALEIGH, NC 27699-9001  
TELEPHONE: (919) 716-6000  
TOLL-FREE IN NC: (877) 566-7226**

<b>SECTION 1: Your Information</b>			
(Mr) Ms. Mrs.	Last name <i>Catanesse</i>	First name <i>Vito</i>	MI <i>J</i>
Mailing address <i>7311 SEAN Ridge Lane</i>			
City <i>Charlotte</i>		State <i>NC</i>	Zip code <i>28277</i> Country, if not US
Day phone number, including area code (704) <i>849-8945</i>		Evening phone number, including area code (704) <i>849-8945</i> Fax number, including area code ( )	
County of residence <i>Mech.</i>		E-mail address <i>VJ CATANESSE @ B MAIL</i> Cell phone, including area code (704) <i>995-9935</i>	
<b>SECTION 2: Information About Company Against Which You Are Complaining</b>			
Full name of company <i>Charlotte Appliances Service CRYSTAL SPEAR</i>			
Mailing address			
City		State	Zip code Country, if not US
Company's internet address (URL)			
Telephone number, including area code (704) <i>840-3070</i>		Fax number, including area code ( )	
<b>SECTION 3: Complaint Information (complete any blocks which apply to your complaint)</b>			
Product, item, or service involved <i>REFRIGERATOR</i>			Date of purchase, service, contract
Manufacturer or brand <i>Sub Zero</i>			Model <i>521</i>
Account number		Serial number	
Did you sign a contract or a lease? Yes [ ] No [ ]		If yes, please give the following <input checked="" type="checkbox"/>	Starting date Expiration date
Total amount paid	Amount in dispute	How was payment made: [ ] Cash [ ] Check [ ] Credit card [ ] Debit card [ ] Money order [ ] Wire transfer [ ] Finance agreement [ ] Other _____	
Did you buy an extended service contract? Yes [ ] No [ ]		If yes, name of company responsible for extended service contract or warranty	
<b>SECTION 4: Information About the Transaction</b>			
How was initial contact made between you and the business? <input type="checkbox"/> Person came to my home <input type="checkbox"/> I went to company's place of business <input type="checkbox"/> I received a telephone call from business <input checked="" type="checkbox"/> I telephoned the business <input type="checkbox"/> I received information in the mail <input type="checkbox"/> I responded to radio/television ad <input type="checkbox"/> I responded to printed advertisement <input type="checkbox"/> I responded to a Website or e-mail solicitation <input type="checkbox"/> I received a fax solicitation <input type="checkbox"/> I attended a trade show or convention <input type="checkbox"/> Other _____		Where did the transaction take place? <input checked="" type="checkbox"/> At my home <input type="checkbox"/> At company's place of business <input type="checkbox"/> By mail <input type="checkbox"/> Over the phone <input type="checkbox"/> Via computer (website or e-mail) <input type="checkbox"/> Trade show or hotel <input type="checkbox"/> Other _____	

**SECTION 5: Details of Complaint (use additional sheets if necessary)**

ON 12-21-2013 I called Charlotte Appliance Service, a Crystal Spear arrived and said she was tech. She proceeded to disassemble + assemble REFRIGERATOR. She claimed she changed Temp Module & replace two Thermostat Links. See Job work order receipt. Did NOT fix problem. I tried numerous times to call. Number on Invoice: #1

I called a second Appliance Service (BANTL) re invoice #2 who fixed problem and noted the work was NEWLY done as described. She also asked to be paid in cash. ~~###~~ this person has had numerous complaints against them.

**SECTION 6: Resolution Attempts You Have Made**

Have you contacted the company with your complaint?  Yes  No If yes, name of person most recently contacted: NO CONTACT His/her phone number, incl. area code: ( )

Results

What result would you consider fair? MONEY Paid Back

Do you have an attorney in this case?  Yes  No If yes, name of your attorney: Attorney's number, incl. area code: ( )

Has your complaint been heard or is it scheduled to be heard in court?  Yes  No If yes, where and when? If already heard, what was the result?

**SECTION 7: Important Information**

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature: Veter Cottam Date: 2-3-2014

GANTT APPLIANCE SERVICE  
P.O. BOX 691135  
CHARLOTTE NC 28227-7019  
(704) 537-6850

=====

ACCT#: [REDACTED] TICKET #: 8226140 DATE OF ORDER: 12/27/2013  
MAUREEN CATANESE ADCC AGENT: MAP: 407\*A9  
7311 SEAN RIDGE LN. PROMISED: MON 12/30/2013  
CHARLOTTE, NC 28277 TIME \* BEFORE 12:00P  
PURCHASE DT:  
HOME#: 704-849-8945 WORK#: 704-517-0894 EXT: P.O. #

MAKE PRODUCT MODEL MFG # SERIAL  
SUB-ZERO REFRIGERATOR 532 M1090578

TECH: JEREMY LOCATION: T2  
TROUBLE REPORTED:  
REF NOT COLD ENOUGH BOTTOM HALF IS TO CROSS ST: REA & PIPER GLEN  
COLD AND FREEZING FOOD

QTY	MAKE	PART NO.	DESCRIPTION	PRICE	EXTENSION
1	S/Z	4201260	REF control	125.00	
PAID check # 5399					

ALL PARTS WARRANTIES COINCIDE WITH MANUFACTURER'S WARRANTY  
6 DAY LABOR WARRANTY

=====

SERVICE PERFORMED: TOTAL MATERIALS 125.00  
Replaced cold control on Ref SERVICE CALL 95.00  
checked out ok LABOR 10.00  
Charlotte Appliance come out and send  
They replaced part really fast by-passed  
1ST DT SVC: 2ND DT SVC: Thermo  
- TIME IN: A OUT: A TOTAL: . HRS 50 unit TAX 9.06  
- TIME IN: A OUT: A TOTAL: . HRS from call the Time TOTAL 239.06

SIGNATURE \_\_\_\_\_  
Signature above constitutes acceptance of service performed as being  
satisfactory and that the equipment has been left in good condition.



## State of North Carolina

**ROY COOPER**  
**ATTORNEY GENERAL**

Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27699-9001

**CONSUMER PROTECTION**  
**Toll Free In NC**  
**(877) 566-7226**  
**Outside of NC**  
**(919) 716-6000**  
**Fax: (919) 716-6050**

May 14, 2012

NC Service Center  
c/o Crystal Spear  
12641 NC Hwy 8  
Lexington, NC 27292

**Re: File No. 1206767**  
Michael Siciliano  
4080 Ivy Bluff Trail  
Winston-Salem, NC 27106

Dear Sir:

The Consumer Protection Division has received the attached request for assistance regarding your business.

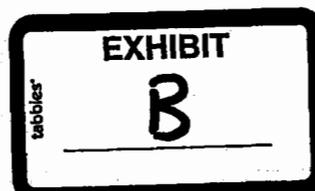
In order to assess the merits of the complaint and to determine appropriate action, we need to know your position in this matter. Therefore, we ask that within the next fifteen (15) business days you provide a written statement of your position along with any supporting documents.

Please refer to our File Number 1206767 when you correspond with our office concerning this matter. Thank you for your cooperation.

Very truly yours,

Julie D. Daniel  
Consumer Protection Specialist  
CONSUMER PROTECTION DIVISION

Enclosure  
cc: Michael Siciliano





## State of North Carolina

**ROY COOPER**  
**ATTORNEY GENERAL**

Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27699-9001

June 11, 2012

**CONSUMER PROTECTION**  
**Toll Free In NC**  
**(877) 566-7226**  
**Outside of NC**  
**(919) 716-6000**  
**Fax: (919) 716-6050**

NC Service Center  
c/o Crystal Spear  
12641 NC Hwy 8  
Lexington, NC 27292

**Re: File No. 1206767**  
Michael Siciliano  
4080 Ivy Bluff Trail  
Winston-Salem, NC 27106

Dear Sir:

We wrote you recently about a complaint filed against your company and requested that you respond within ten days. We have received no response to date.

Our records are built from individual complaints, and any action by this office is based on the cumulative record reflected by these.

Your response with a statement and any supporting documents is required and necessary in order for us to reach a conclusion in which full consideration of your position is incorporated. We request that you respond within fifteen (15) business days of your receipt of this letter. Please refer to File Number 1206767 in future communications with our office concerning this complaint.

Very truly yours,

Julie D. Daniel  
Consumer Protection Specialist  
CONSUMER PROTECTION DIVISION

cc: Michael Siciliano

**COMPLAINT ACTIVITY REPORT Case # 459297**

BBB of Southern Piedmont, Inc.

**Consumer Info:** Great, Jackie  
 11247 Wescott Hill Dr  
 Huntersville, NC 28078-0621  
 704 948-1429 980 636-5349  
 jagreat@yahoo.com

**Business Info:** Home Appliance Repair

704 922-7037

**Location Involved:** (Same as above)**Consumer's Original Complaint**

Service person by the name of Crystal came to my home to repair Washer. Said it needed a bearing replaced. Took \$225 payment for part, never returned, answered phone calls, etc. This occurred on December 16.

**Consumer's Desired Resolution:**

Desired Settlement ID: Refund I would like to receive the \$225 I paid for the part I never received. Also left my washer in non-working order.

**BBB Processing**

01/07/2014	web	BBB	Case Received by BBB
01/07/2014	SM	BBB	UNABLE TO PROCESS due to insufficient Information
01/07/2014	Otto	EMAIL	Send notice of UNPROCESSIBLE to Consumer
01/07/2014	Otto	BBB	Case Closed - OUT OF PURVIEW
01/07/2014	SM	BBB	ReOpen the Complaint
01/07/2014	SM	BBB	Case Reviewed by BBB Mediation Specialist
01/07/2014	Otto	EMAIL	Send Acknowledgement to Consumer
01/07/2014	Otto	MAIL	Notify Business of Dispute
01/16/2014	Otto	BBB	No response to first notice to business
01/16/2014	Otto	EMAIL	Consumer - Have You Heard From the Company
01/16/2014	Otto	MAIL	Reminder of Dispute to Business
01/22/2014	Otto	BBB	No Response received from Business on 2nd Notice
01/23/2014	SM	MAIL	Final Notice to Company- Via Mail/Fax
01/28/2014	SM	BBB	Inform Consumer No Response from Business
01/28/2014	Otto	EMAIL	Inform Consumer - Case Closed UNANSWERED
01/28/2014	Otto	MAIL	Inform Business - Case Closed UNANSWERED
01/28/2014	Otto	BBB	Case Closed - UNANSWERED



Charlotte Appliance Repair  
704-840-3070  
allappliance serviced@gmail.com

PROPOSAL NO.  
SHEET NO.  
DATE 12-16-13

PROPOSAL SUBMITTED TO:

WORK TO BE PERFORMED AT:

NAME Jaquie	ADDRESS Allen Griffin
ADDRESS 11247 Wescott Hill Dr Hunterville 28078	DATE OF PLANS Crystal
PHONE NO. 704-942-7942	ARCHITECT

We hereby propose to furnish the materials and perform the labor necessary for the completion of

Bearing Replacement

Bearing	285	Paid
labor	105	

330.00

3 Year Warranty (Parts + Labor)

All material is guaranteed to be as specified, and the above work to be performed in accordance with the drawings and specifications submitted for above work and completed in a substantial workmanlike manner for the sum of

Dollars (\$ ) with payments to be made as follows.

Any alteration or deviation from above specifications involving extra costs will be executed only upon written order, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control.

Respectfully submitted

Per

Note: this proposal may be withdrawn by us if not accepted within days.

ACCEPTANCE OF PROPOSAL

The above prices, specifications, and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payments will be made as outlined above.

Signature

Signature

Date

COMPLAINT # 451252

COMPANY INFO

NAME: All In One Appliance Repair

CONSUMER INFO

NAME: Christine Baldonieri

DAY PHONE: 724 787-0124

ADDRESS: 3921 River Ridge Rd  
Charlotte, NC  
28226-7436

EVE PHONE: -

\$ VALUE: \$0.00

EMAIL: chrisbaldo@live.com

FAX: -

DETAILS

CONCERNING: Repair Issues

OPENED 19 June 2013

CLOSE CODE: 200 - Unanswered

CLOSED 12 July 2013

CLOSED BY: Leidy Gonzalez

ENTERED BY: Mary A. Schmitz

ASSIGNED TO: Leidy Gonzalez

NATURE OF DISPUTE: The company is a complete scam. Do not ever call or use them. I found them under "local JennAir range repair". Only two companies listed, so I called them. The repairman showed up at the house the next day and after checking the range said it needed an expensive part. I paid \$300 cash and after a week and numerous calls he came back to install the part. I paid him (he asked that the check be made to Crystal Spear) \$125.00 for labor. That night we discovered that the range had not been repaired at all. It still had the exact same issues. Numerous calls to the two numbers given went unanswered. Now the numbers are no longer in service. Web site had been removed. No address on original web site. Found out Crystal Spear (using google) scams for a living. Now the site comes up under Appliance Appointment.com but with a different phone number. They are obviously very skilled in this scam. Our only option is to take them to civil court but with no name or real person (repairman didn't give name), not likely.  
Product\_Or\_Service: JennAir Range repair

DESIRED RESOLUTION: DesiredSettlementID: Refund

Catch these people. The police say this is a matter for the BBB. If you use an online service, please check with BBB first. If they are not even listed, they probably are not legit. We are not likely to get resolution.

BUSINESS RESPONSE:

DECISION:

ACTIVITY:

06/19/2013	web	BBB	Case Received by BBB
06/19/2013	MAS	BBB	Case Reviewed by BBB Mediation Specialist
06/19/2013	Otto	EMAIL	Send Acknowledgement to Consumer
06/19/2013	Otto	EMAIL	Notify Business of Dispute
06/27/2013	OttO	BBB	No response to first notice to business
06/27/2013	OttO	EMAIL	Consumer - Have You Heard From the Company
06/27/2013	OttO	EMAIL	Reminder of Dispute to Business
07/03/2013	OttO	BBB	No Response received from Business on 2nd Notice
07/03/2013	LCG	MAIL	Final Notice to Company- Via Mail/Fax/Email
07/12/2013	LCG	BBB	Inform Consumer No Response from Business
07/12/2013	Otto	EMAIL	Inform Consumer - Case Closed UNANSWERED
07/12/2013	Otto	EMAIL	Inform Business - Case Closed UNANSWERED
07/12/2013	Otto	BBB	Case Closed - UNANSWERED



Better Business Bureau  
Serving Northwest North Carolina

500 W. 5th St., Ste 202  
Winston Salem, NC 27101-2728  
(336) 725-8348  
FAX (336) 777-3727  
www.nwnc.bbb.org

**Case #:** 8922770

**Consumer Info:** Kelly, Karen  
601 Hannah Mckenzie Dr.  
Greensboro, NC 27455  
3366386388  
kjkelly@triad.rr.com

**Business Info:** Service Experts  
3548 Thomasville Road  
Winston Salem, NC 27107  
3368861892

[www.ncappliancerepair.com](http://www.ncappliancerepair.com)

**Date Filed:** 2/17/2012

**Nature of the Complaint:** Delivery Issues

**Consumer's Original Complaint:**

Came out to repair fridge. Was to return with a part (light) that we paid for. 3 weeks later and they do not return phone calls.

Contacted company on 1/4/12 to repair a refridgerator in our home. Allen Griffin arrived within 2 hours of my initial call. He replaced the main board and removed the light which had been damaged by internal overheating. Was told by Mr. Griffin the part would need to be ordered and it would take less than a week. He gave me a handwritten receipt on a piece of paper I supplied to him as he said he did not have his service truck with him (he told me it was being repaired) and that he had left his company receipts in his service vehicle. It is now 3 weeks later and we have tried numerous times to contact the company both by their main number 336-937-9043, their tollfree number 1-877-644-9234, and the number Mr. Griffing wrote on the receipt 336-404-3146. We paid a total of \$296, \$25 of which was for the light.

**Consumer's Desired Resolution:**

We are disputing the charge for the light which we never received. We are also requesting a refund of the labor charge of \$125 as we will now have to pay another company to come and replace it.



Better Business Bureau  
Serving Northwest North Carolina

500 W. 5th St., Ste 202  
Winston Salem, NC 27101-2728  
(336) 725-8348  
FAX (336) 777-3727  
www.nwnc.bbb.org

**Case #:** 8922769

**Consumer Info:** Brawley, Ed  
118 Peppertree Dr.  
Mebane, NC 27302  
9199236320  
lpbrawley@triad.rr.com

**Business Info:** Service Experts  
3548 Thomasville Road  
Winston Salem, NC 27107  
3368861892

[www.ncappliancerepair.com](http://www.ncappliancerepair.com)

**Date Filed:** 2/17/2012

**Nature of the Complaint:** Customer Service Issues

**Consumer's Original Complaint:**

Delay in service call. Seemingly exorbitant charge for part and hourly labor rate. One of two problems not corrected. NO return call after 4 msgs. On 12-1-11, a call was placed to Service Experts regarding a problem w/refrigerator and dryer. The man with whom we spoke (Ronnie Spear) set up a service call for around 11:00 a.m. on 12-2-11. By early afternoon when no one had arrived and there was no explanatory phone call, another call was placed to Service Experts. The same man answered and said he had forgotten the technician had to go to traffic court that morning but could come later in the afternoon. When 4:30 p.m. arrived and no one had come or called, another call was placed to Service Experts. Were told that it would need to be Saturday around 11:00 but that we would "get a real good deal" for our inconvenience and patience. The service technician arrived around 11:30 a.m. 12-3-11. The vast majority of the two hour stay was spent addressing and replacing a water valve on the refrigerator water dispenser. We were told that the loud, rhythmic, squeaking noise coming from the dryer was lint inside the dryer's mechanism with some lint being removed after the back cover of the dryer was removed. Two hours and \$275 later the technician left. We feel that the cost of the valve (\$100), hourly labor rate (\$75/hour) and lint removal (\$25) was excessive and certainly did NOT constitute a "real good deal". The first time the dryer was used after the technician "repaired" it, the same piercing noise emanated. We gave it a few days, in the event there was some reason the noise would abate. However, nothing changed, nothing improved. The first follow up call was placed to Service Experts early the morning of 12-7-11 with a report that the dryer problem had obviously not been corrected and requesting a return phone call. Another call and message left at approximately 4:30 p.m. 12-7-11. Another call and message left 12-8-11. Waited a few days for a response we were sure would be coming but NOTHING happened. A fourth call made and message left midmorning 12-13-11. We feel confident that someone checked messages within this 7 day time frame and that our calls are being ignored. We would like to find out why NO contact has been made and why no effort has been made to correct the misdiagnosed problem for which we were charged.

**Consumer's Desired Resolution:**

We do not wish for them to return but would like an invoice showing what the actual cost of the valve was and be issued a partial refund on what we consider to be gross overcharging, not only on the part but on the hourly labor charge as well. We would like a refund for the dryer clean out as we have found out that it was a bearing that needed to be replaced to correct the problem and that the clean out did nothing to address the problem. Thank you for assisting us with this matter.



Better Business Bureau  
Serving Northwest North Carolina

500 W. 5th St., Ste 202  
Winston Salem, NC 27101-2728  
(336) 725-8348  
FAX (336) 777-3727  
www.nwnc.bbb.org

**Case #:** 8922767

**Consumer Info:** Ross, Nathan  
2521 Westmoreland Dr.  
Greensboro, NC 27408  
3364021947  
nross16@gmail.com

**Business Info:** Service Experts  
3548 Thomasville Road  
Winston Salem, NC 27107  
3368861892

www.ncappliancerepair.com

**Date Filed:** 2/17/2012

**Nature of the Complaint:** Customer Service Issues

**Consumer's Original Complaint:**

Contacted and spoke with Ronnie Spear on October 16 who came out to repair washing machine. He charged me \$78.50 and said he would return with the part to fix the machine. He never returned, even after several times of speaking with him on the phone and promising to come after he finished the job he was on. After two weeks of being given the run around I looked up the name on the check which was made out to Crystal Spear. The search returned a \_\_\_\_ report of similar nature with what happened to me except this person had a refrigerator repair. Contacting Ronnie Spear and letting him know I would be contacting the authorities he had other "repair men" come to the house but they did not have the needed part to repair the machine, even after three weeks since the original date of diagnosis.

**Consumer's Desired Resolution:**

I would like my money to be refunded since he has not resolved the issue and is unable to repair the washing machine.



Better Business Bureau  
Serving Northwest North Carolina

500 W. 5th St., Ste 202  
Winston Salem, NC 27101-2728  
(336) 725-8348  
FAX (336) 777-3727  
www.nwnc.bbb.org

**Case #:** 8922771

**Consumer Info:** Jessup, Christy  
818 Edinburgh Dr.  
Jamestown, NC 27282  
  
christyjessup@gmail.com

**Business Info:** Service Experts  
3548 Thomasville Road  
Winston-Salem, NC 27107  
3368861892  
  
www.ncappliancerepair.com

**Date Filed:** 2/17/2012

**Nature of the Complaint:** Repair Issues

**Consumer's Original Complaint:**

A repair man came out and fixed my refrigerator. However, in two days, it was broken again. On 1-5-12, N.C. Appliance Repair sent a repair man to my house to fix the water dispenser in the door of my refrigerator. He said the switch had overheated and needed to be replaced. I have a receipt for \$125. in labor and \$42. to replace the switch for a total of \$167. I paid him with a check made out to Crystal Spear. Two days later the water dispenser stopped working. It was a Saturday, so I waited until Monday to call them. I have been calling them pretty much every day for weeks now. Every once in a while I get someone who says he will send someone out here and I wait and wait and no one comes. Usually I get voicemail or a message that says "no one is available to take your call".

**Consumer's Desired Resolution:**

\$167. which is the price I wrote the check for and they cashed my check



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Serving Northwest North Carolina

500 W. 5th St., Ste 202  
Winston Salem, NC 27101-2728  
(336) 725-8348  
FAX (336) 777-3727  
www.nwnc.bbb.org

**Case #:** 9012819

**Consumer Info:** Bratton, Ashley  
240 Davidson Street  
Archdale, NC 27263  
336-662-5225  
missaaliyah2000@aol.com

**Business Info:** Service Experts  
3548 Thomasville Road  
Winston Salem, NC 27107  
3368861892

**Date Filed:** 4/30/2012

**Nature of the Complaint:** Repair Issues

**Consumer's Original Complaint:**

I contacted the Service Experts company to fix my dryer which was not working. They (Ronnie and Crystal) said they had to order a part and could fix it for \$125 and they would be back to fix it. I informed them that I did not have all the money then so they could come back on that Saturday when I did. They tried to get me to write a check for half the amount but I did not feel comfortable doing that. So they came back on Saturday and I did not see them bring in any new parts. They had a little tool bag with some tools in it. They asked me if my dryer was making funny noises before and I told them no, they told me that my dryer had some other problem and that is the reason that it will be making this loud sound while on. He said he would come back Monday or Tuesday to fix it, free of charge. They sounded very legit and convincing and I paid them their money and they left. 30 minutes after Ronnie & Crystal left the dryer stopped spinning. I immediately called them and they did not answer. I called an additional 6 to 7 times over the course of a 3-4 hour time period only to get their voicemail. I have called everyday and I still do not get a response. They also put on the bottom of my receipt that their work has a 1 year warranty. They have yet to return my call and I want my money back because they did not fix anything and I am back in the same position I was before. From further investigation, I see that I am not the first person that they have scammed and/or gotten over on.

**Consumer's Desired Resolution:**

I would like a refund of my money that I paid as well compensation for my time & punitive damages. It is obvious that they have not learned a lesson because they still repeatedly do the same thing. This is probably not even half the people, they have scammed. Just the people that actually posted something about it and demand a resolution from these crooks.



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Serving Northwest North Carolina

500 W. 5th St., Ste 202  
Winston Salem, NC 27101-2728  
(336) 725-8348  
FAX (336) 777-3727  
www.nwnc.bbb.org

**Case #:** 9150901

**Consumer Info:** NUNN, BEVERLY  
604 TANGLE DRIVE  
GREENSBORO, NC 27282  
336-392-9249  
CELEBRATIONS@TRIAD.RR.COM

**Business Info:** Service Experts  
1696 Becky Ann Dr  
Kernersville, NC 27284  
3368861892

**Date Filed:** 7/31/2012

**Nature of the Complaint:** Guarantee Or Warranty Issues

**Consumer's Original Complaint:**

My contact has been with Allen via his phone number of 336-207-6559. I originally located this company by their website which is no longer present. He immediately responded to fix a dryer located in a condo that I have a tenant in. This was May 21, 2012. His receipt said there was a year warranty on parts and labor. The dryer has gone out for the same thing (heater element). I contacted him by phone and he has not returned any calls to me and each time gives me an excuse of when he will back with a time he can come. He never calls back. The phone and his receipt use the name SERVICE CENTER. I got scammed by this guy that has no intention of fixing my dryer. He came out the same day I called initially! I have a paying tenant in the condo and must have the dryer fixed for her. Allen took my money and his work hasn't lasted 90 days.

**Consumer's Desired Resolution:**

Full Refund of \$322.80.



Better Business Bureau  
Serving Northwest North Carolina

500 W. 5th St., Ste 202  
Winston Salem, NC 27101-2728  
(336) 725-8348  
FAX (336) 777-3727  
www.nwnc.bbb.org

**Case #:** 8935174

**Consumer Info:** Banaghan, John  
704 HOWARD ST  
GREENSBORO, NC 27403  
336-577-0499  
jjbanaghan@yahoo.com

**Business Info:** Service Experts  
3548 Thomasville Road  
Winston Salem, NC 27107

nchomepros.com

**Date Filed:** 2/27/2012

**Nature of the Complaint:** Delivery Issues

**Consumer's Original Complaint:**

We contacted Ronnie and Crystal about 12/14/11 via a craigslist ad to repair our oven. The repair person was Crystal Spear. She showed up late on Friday afternoon in an old station wagon, explaining that her company truck had broken down. She claimed to attempt a fix by replacing the probe sensor. It did not work. She claimed it was the motherboard. Crystal was very convincing. She made a phone call to locate the part and get the price. She explained she could pick it up on Tuesday and install it by Thursday. The catch was that the check had to be made out to her so she could get the part herself. \$209.64. She gave me a receipt with email and phone contact info. The check was cashed at my bank that evening. After more than a week, we contacted them via email. They did not respond. We called the number we had previously contacted them on (336) 404-3146. It was disconnected. After about a month, we found a new craigslist ad with the same names and info, but a new email and phone number (homecomforts10@rocketmail.com, (336) 207-6559). We called the number from a different phone and left a voicemail. Ronnie called us back that afternoon. I explained what had happened in December and asked he complete the repair. He stated Crystal was no longer with the company and that he would fix the mistake. I never heard from him again. As of today, Crystal is still on the craigslist ad. Finally, we gave up and called Sears. The repair man explained that the problem was the probe sensor. He also explained that there is no fix for the probe sensor since the part was discontinued. He disconnected the broken sensor and our oven works again, for a total cost of \$129. We may pursue a small claims action and file criminal charges. The new number (336) 207-6559 is associated with several websites. nchomepros.com, winstonsalemservicecenter.com, ncservicecenter.com. I was active duty Army when this incident occurred. However, my one-year mobilization ended 1/3/1

**Consumer's Desired Resolution:**

I would like to see them stopped. I am an attorney and US Army JAG. My job for the last year of active duty was in Legal Assistance. One of my regular pieces of advice was to tell people to file a BBB complaint. This is my first complaint.

COMPLAINT # 457073

COMPANY INFO

NAME: **Appliance Repair**

CONSUMER INFO

NAME: **Angela Dawn Bevins**  
ADDRESS: 429 Deerfield Dr  
Mt Holly, NC  
28120-3101  
\$ VALUE: \$50.00

DAY PHONE: 704 827-6644  
EVE PHONE: 704 827-8066  
EMAIL: bevinsad@hotmail.com  
FAX: -

DETAILS

CONCERNING: **Service Issues**  
OPENED 04 November 2013  
CLOSED 25 November 2013  
ENTERED BY: Leidy Gonzalez  
ASSIGNED TO: Leidy Gonzalez

CLOSE CODE: 200 - Unanswered  
CLOSED BY: Leidy Gonzalez

NATURE OF DISPUTE: I called the Appliance Repair phone number for Gastonia, NC of 704-817-3755 to have my refridgerator repaired. The man who answered the phone told me that he could get a repairman out the same day, but I would have to pay the \$50 service fee up front by credit card and then if I had the appliance repaired through them the \$50 would come off the cost of the repair. They contracted the work out to Crystal Spear. She and a man (either her husband or father) came out and "fixed" my refridgerator. By the next morning the refridgerator wasn't working again and I called Appliance Repair who was supposed to send the notice out to Crystal Spear to contact me. She never called, so I called the number of the man who had called me the previous day to let me know what time they'd be there. They kept giving excuses as to why they couldn't come. Then the man had the nerve the next day to call to tell me they were coming and never showed up. Upon further research I found these contractors on ripoffreport.com and complaints through the Better Business Bureau. So, long story short the contracted out the work to a couple of scam artists. They apparently don't make sure the people they contract with are licensed or qualified to do the work they have contracted with them to do. On top of that, they have three different address listed on the internet. 245 W. Garrison Blvd. Suite H does not exist, 832 S. Chester St. is a Pizza Hut, and 4444 Coachwood Ln is a neighborhood. Do not use this business. They do not have a legitimate physical address and do not use qualified licensed contractors!!

DESIRED RESOLUTION: DesiredSettlementID: Refund  
\$50 refund of service call. Just as important I would like to help stop them from scamming other people.

BUSINESS RESPONSE:

DECISION:

ACTIVITY:

11/04/2013	web	BBB	Case Received by BBB
11/04/2013	LCG	BBB	Case Reviewed by BBB Mediation Specialist
11/04/2013	Otto	EMAIL	Send Acknowledgement to Consumer
11/04/2013	Otto	MAIL	Notify Business of Dispute
11/13/2013	Otto	BBB	No response to first notice to business
11/13/2013	Otto	EMAIL	Consumer - Have You Heard From the Company
11/13/2013	Otto	MAIL	Reminder of Dispute to Business
11/19/2013	Otto	BBB	No Response received from Business on 2nd Notice
11/19/2013	LCG	MAIL	Final Notice to Company- Via Mail/Fax/Email
11/25/2013	LCG	BBB	Inform Consumer No Response from Business
11/25/2013	Otto	EMAIL	Inform Consumer - Case Closed UNANSWERED
11/25/2013	Otto	MAIL	Inform Business - Case Closed UNANSWERED
11/25/2013	Otto	BBB	Case Closed - UNANSWERED

# Complaint ID #: 11414500

## Business Information

### Piedmont Appliance Repair

3548 Thomasville Road  
Winston Salem, NC 27107  
(336) 250-7545

<http://www.realpages.com/sites/allgoodserviceco/>

**Business ID:** 7001190

**Accredited?** Not Accredited

**Date Joined:**

**Primary TOB:** Construction &  
Remodeling Services

**BBB Rating:** F

**Date File Opened:** 08/19/1993

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## Consumer Information

Repass, Angela  
3776 Willow Springs Road  
Conway, SC 29527  
843-796-0320  
repass.david@gmail.com

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## Complaint Details

**Date Filed:** 4/26/2016

**Date Opened:** 04/26/2016

**Date Closed:** 5/17/2016 10:41:51 AM

**Closed as:** Unpursuable

**Closing Code:** 300

**Assigned to:** johana@bbbtrust.org

**Nature of the Complaint:** Repair Issues

### Consumer's Original Complaint:

Mr. Griffin was called in March 2016 to come repair our dryer. He put in a "roller kit" and said he serviced the machine. When i tried to pay him with a personal check he at first refused. Then he took the check and asked for our bank information. Later that afternoon, he called my husband to say that he had problems cashing the check and would need to be paid in cash. When my husband questioned this, Mr. Griffin said he would try another bank. The check was cashed that same day. In April the dryer was not working properly again. We tried to contact Mr. Griffin at the phone number he left us (843) 564-8995 but no one answered. When I looked online to confirm his information I saw a news report of an appliance repairman (with the same name) who did not do the work he was paid for. The news article had a picture which I recognized as the man who came to our home. We have not been able to get in touch with Mr. Griffin Here is the link to the news report.

<http://legacy.wfmynews2.com/story/news/local/2-wants-to-know/2015/08/03/2wtk-appliance-repair-man-ronnie-allen-griffin-is-back/31052155/>

### Consumer's Desired Resolution:

We would like to have the dryer repaired but are VERY leery of letting this person complete the job.



We would like to be able to trust the person is going to do the job right. If Mr. Griffin would refund us the money we could get it repaired by a reputable business.



Better Business Bureau  
Serving Northwest North Carolina

500 W. 5th St., Ste 202  
Winston Salem, NC 27101-2728  
(336) 725-8348  
FAX (336) 777-3727  
www.nwnc.bbb.org

**Case #:** 9118207

**Consumer Info:** Spear, Crystal  
somewhere  
Winston Salem, NC 27104  
336-207-6559  
wsservicecenter@yahoo.com

**Business Info:** Service Experts  
1696 Becky Ann Dr  
Kernersville, NC 27284  
3368861892

www.ncservicecenter.com

**Date Filed:** 7/9/2012

**Nature of the Complaint:** Billing or Collection Issues

**Consumer's Original Complaint:**

I called The Service Center at 3362076559, listed online at a webpage. A man agreed to go to my condo to repair an oven. A man and woman went there on 7/7/2012 and exchanged a thermal coupling. The man called me on 7/8/2012 to say he had a man in my area who would come to pick up a check. I asked how much the charge was, and he said "between #110 and \$120; the service call was \$78 and the part was \$28". Since he had no bill ready, he said he would call back. At about 7:00 p.m. on 7/8/2012 he called me again, saying he had a man in my area who would come and pick up a check. I asked how much the charge was, and he said "\$125". I wrote a check to Service Center for \$125, and waited about 20 minutes, when a young woman came in a personal automobile, and came to my front door. I went to the door; she said she was from Service Center. I asked her if she had a bill, and she handed me an Invoice which was did not show any items or other entries, but gave "Total 125.00". (See the copy attached) I handed her my personal check #3092 in that amount. She stated that she could not take it, and demanded I write her another check. I told her that I did business with Service Center, and I did not know her. She said she did not have a bank account. I told her that she could endorse Service Center or have the owner endorse it to her, but she continued to insist on another check. I bid her good evening and closed the door. She went to her car, and in a few seconds I received a call from the same unidentified man I had talked to three other times. He demanded another check, and I explained (although he continued to interrupt me and would not listen) that I had not done business with her, and that the check was to the company on the invoice. As he continued to argue, I hung up. He continued to try to call me, and threatened to remove the part from the oven at the condo. I then wrote the message on the webpage which The Service Center uses see the copy attached. On 7/9/2012 I received the

**Consumer's Desired Resolution:**

message which is attached. As this person continues to threaten to enter my property without permission and remove the thermal coupling from my oven, although I have paid the invoice in full, which would be criminal



breaking and entering, I think the public should be informed of the type of business these people are conducting in Greensboro and the Triad. See the other documents attached.

**INQUIRY / COMPLAINT STATISTICS**

Reliability Report Inquiries for Piedmont Appliance Repair													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2016	189	114	24	24	16	0	0	0	0	0	0	0	367
2015	29	10	23	29	8	16	27	36	17	22	27	32	276
2014	5	5	3	10	9	31	10	21	24	12	16	12	158
2013	13	4	5	3	4	8	2	3	17	3	6	3	71
2012	0	0	0	5	46	15	21	8	9	12	3	3	122

Piedmont Appliance Repair Inquiry & Complaint Totals		
	Past 12 Months	Past 36 Months
Reliability Report Inquiries	544	843
Reportable Complaints	5	10

**CLOSED COMPLAINTS (LAST 36 MONTHS)**

Concerning	110	111	112	120	121	200	300	400	500	600	999
Repair Issues	0	0	0	0	0	2	3	0	0	0	0
Refund / Exchange Issues	0	0	0	0	0	1	0	0	0	0	0
Guarantee Or Warranty Issues	0	0	0	0	0	1	0	0	0	0	0
Customer Service Issues	0	0	0	0	0	1	0	0	0	0	0
Contract Issues	0	0	0	0	0	1	1	0	0	0	0

**NATURE OF COMPLAINT (LAST 36 MONTHS)**

	Past 36 Months
Contract Issues	2
Customer Service Issues	1
Guarantee Or Warranty Issues	1
Refund / Exchange Issues	1
Repair Issues	5

**CLOSED AS (LAST 36 MONTHS)**

	Past 36 Months
Closed Mail Returned (300)	3
No Response (200)	6
Unpursuable (300)	1

**ACCREDITATION DETAILS**

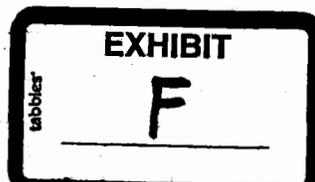
ACCREDITATION STATUS: Not Accredited

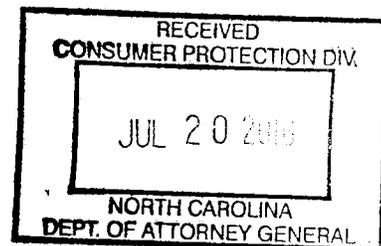
DATE JOINED:

BBBONLINE? No

DATE DROPPED: N/A

DATE REVOKED: N/A





**STATE OF NORTH CAROLINA  
COUNTY OF MECKLENBURG**

**AFFIDAVIT OF VITO J. CATANESE**

I, Vito J. Catanese, being first duly sworn, depose and state as follows:

1. I am 74 years old and married. About seven years ago, I retired from my job as Southeastern Vice President and General Manager for Thyssen Steel Group, a company headquartered in Germany. I reside in Charlotte, North Carolina.

2. In December 2013, shortly before Christmas, our Sub-Zero refrigerator stopped working properly. Quite simply, it wasn't cooling. My grown children, who live in Illinois, were about to show up to stay over the holidays (with their children), so I was worried about not having a refrigerator within which to keep our holiday food.

3. I called the company that had serviced our refrigerator in the past, Gantt Appliance Service ("Gantt"); I had always found this company to be reliable. Unfortunately, according to the company's message, Gantt was not available to make service calls until after Christmas. I therefore went online and found the name of a company, Charlotte Appliance Service, which claimed to service Sub-Zero refrigerators. I called the company on December 21, 2013, and made arrangements for a technician to arrive that day.

4. The person who showed up on December 21 identified herself as Crystal Spear; she said she was a technician. She proceeded to disassemble and reassemble the refrigerator, and, after completing her work, stated she had changed the temperature module and replaced two thermostat lines. Ms. Spear gave me a written invoice/work order in the amount of \$374.16. At the top of the invoice, she wrote the name "Charlotte Appliance Service," with a phone number, and at the bottom she signed her name as having completed the work. She further wrote on the invoice that the repair was covered by a two-year warranty for parts and labor. Exhibit A, attached hereto, is a true and accurate copy of the Charlotte Appliance Service invoice/work order.

5. Ms. Spear asked me to pay her by cash; she said she would discount the bill if I did so. I refused, and made payment to her by check. The check was made out to Crystal Spear, as she then requested.

6. It was apparent to me by the next day that the refrigerator had not been fixed. It was still not cooling and had been running continuously since Ms. Spear completed her work. That day, I attempted to place a stop-payment on my check, but learned from the bank that the check had already been cashed. I also called Ms. Spear repeatedly. She did not return my calls.

7. We made do as best we could over the holidays. I contacted Gantt after Christmas, and on December 27, 2013, a technician arrived and performed a real repair of the refrigerator, replacing the cold control mechanism. The technician was outraged when he saw what Ms. Spear had done, explaining that she had not replaced anything at all, but, rather, had bypassed the thermostat and wired the unit so it ran all the time. He told me he would write this on his invoice, as proof that Charlotte Appliance Service had not done what it claimed and had not repaired the problem. The Gantt invoice does state this, and based on my prior dealings with Gantt and the company's expertise with Sub-Zero appliances, I trust what their technicians tell me. The cost of the repair performed by Gantt came to \$239.06. Exhibit B, attached hereto, is a true and accurate copy of the Gantt invoice.

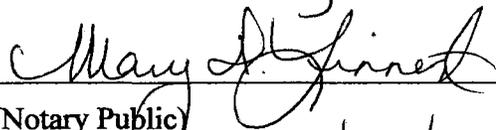
8. On February 3, 2014, I filed a written complaint with the North Carolina Attorney General's Office, describing my dealings with Ms. Spear and the subsequent, actual repair of my refrigerator by Gantt. Exhibit C, attached hereto, is a true and accurate copy of my

9. Ms. Spear and Charlotte Appliance Service did not repair my refrigerator. Ms. Spear lied to me about the work she had done, and she cashed my check so quickly that I was left with no recourse in terms of getting my money back. Needless to say, the two-year warranty promised by Ms. Spear was just as much of a sham as her nonexistent repair of the refrigerator. After my encounter with Ms. Spear, I found numerous, similar complaints about her on the Internet. I hope she can be stopped from continuing to defraud people like me, and I would like my money back.

  
Vito J. Catanese

Sworn to and subscribed before me

this the 13 day of July 2016,

2016.   
(Notary Public)

My Commission Expires: 10/20/2018

3



Charlotte Appliance Service  
 704-840-3070  
 AppliancesService@gmail.com

**Job Work Order**

ESTIMATE (VALID FOR 30 DAYS)

DATE: \_\_\_\_\_  SERVICE  WILL CALL  PHONE: \_\_\_\_\_  
 INSTALL  DELIVER

NAME: Vito Catamese MAKE: 12-21-13  
 ADDRESS: 1311 Sean Bridge Lane # Crystal Spear #  
 28277 SERIAL: \_\_\_\_\_

ITEM TO BE SERVICED: 704/842/8945 NATURE OF SERVICE REQUEST: \_\_\_\_\_

QTY.	PART #	DESCRIPTION OF PARTS OR MATERIALS	PRICE	AMOUNT
1		Cold control Temp module w/ two thermostat lines	289.16	289.16
1		Mix Labor		125.00
				\$414.16
		2 yr warranty (parts & labor)		- 40.00

LABOR PERFORMED: Cleaned compressor area, checked freon levels, changed temp module & two thermostat lines

*[Signature]*

TOTAL MATERIALS	289.16
TAX	0
TOTAL	414.16
TOTAL AMOUNT	374.16

DATE WANTED: \_\_\_\_\_ DEPOSIT: \_\_\_\_\_ RECEIVED BY: \_\_\_\_\_

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL. WE WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE CAUSED BY FIRE, THEFT, TESTING, OR ANY OTHER CAUSES BEYOND OUR CONTROL.

AUTHORIZED BY: *[Signature]* Job Work Order ORIGINAL

TERMS - NET CASH  
 NO GOODS HOLD OVER 30 DAYS



GAUNT APPLIANCE SERVICE  
P.O. BOX 691135  
CHARLOTTE NC 28227-7019  
(704) 537-6850

ACCT#: [REDACTED] TICKET #: 8226140 DATE OF ORDER: 12/27/2013  
MAUREEN CATANESE ADCD AGENT: MAP: 407\*A9  
7311 SEAN RIDGE LN. PROMISED: MON 12/30/2013  
CHARLOTTE, NC 28277 TIME " BEFORE 12:00P  
PURCHASE DT:  
HOME#: 704-849-8945 WORK#: 704-517-0894 EXT: P.O. #

MAKE PRODUCT MODEL MFG # SERIAL  
SUB-ZERO REFRIGERATOR 532 M1090578

TECH: JEREMY

LOCATION: T2

TROUBLE REPORTED:

REF NOT COLD ENOUGH BOTTOM HALF IS TO CROSS ST: REA & PIPER GLEN  
COLD AND FREEZING FOOD

C.O.D.

QTY	MAKE	PART NO.	DESCRIPTION	PRICE	EXTENSION
1	5/2	4201260	REF control	125.00	
PAID check # 5399					

ALL PARTS WARRANTIES COINCIDE WITH MANUFACTURER'S WARRANTY  
90 DAY LABOR WARRANTY

SERVICE PERFORMED:

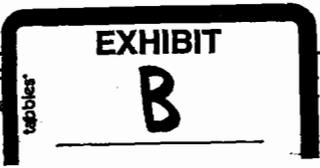
TOTAL MATERIALS

Replaced cold control on Ref 125.00  
checked out ok SERVICE CALL 95.00  
Charlotte Appliance come out and send LABOR 10.00  
They replaced part really fast bypassed

1ST DT SVC: A OUT: A TOTAL: HRS 50 Unit TAX 9.06  
2ND DT SVC: Thermo HRS from all the time TOTAL 239.06

SIGNATURE

Signature above constitutes acceptance of service performed as being satisfactory and that the equipment is in good condition.

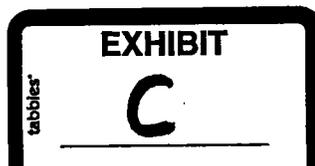


**STATE OF NORTH CAROLINA  
CONSUMER  
COMPLAINT**

**MAIL TO:** DIV CONSUMER PROTECTION  
ATTORNEY GENERAL'S OFFICE  
9001 MAIL SERVICE CENTER  
RALEIGH, NC 27699-9001  
TELEPHONE: (919) 716-6000  
TOLL-FREE IN NC: (877) 566-7226

FEB - 5 2014

<b>SECTION 1: Your Information</b>			
Mr. Ms. Mrs. <input checked="" type="checkbox"/>	Last name <i>Catanesse</i>	First name <i>Vito</i>	MI <i>J</i>
Mailing address <i>7311 SEAN Ridge Lane</i>			
City <i>Charlotte</i>	State <i>NC</i>	Zip code <i>28277</i>	Country, if not US
Day phone number, including area code <i>(704) 949-8945</i>	Evening phone number, including area code <i>(704) 949 8945</i>	Fax number, including area code ( )	
County of residence <i>Mech.</i>	E-mail address <i>VJ Catanesse @ B MAIL</i>	Cell phone, including area code <i>(704) 995 9935</i>	
<b>SECTION 2: Information About Company Against Which You Are Complaining</b>			
Full name of company <i>Charlotte Appliances Service Crystal Spear</i>			
Mailing address			
City	State	Zip code	Country, if not US
Company's internet address (URL)			
Telephone number, including area code <i>(704) 940-3070</i>	Fax number, including area code ( )		
<b>SECTION 3: Complaint Information (complete any blocks which apply to your complaint)</b>			
Product, item, or service involved <i>REFRIGERATOR</i>		Date of purchase, service, contract	
Manufacturer or brand <i>Sub Zero</i>		Model <i>521</i>	
Account number		Serial number	
Did you sign a contract or a lease? Yes [ ] No [ ]	If yes, please give the following <input checked="" type="checkbox"/>	Starting date	Expiration date
Total amount paid	Amount in dispute	How was payment made: [ ] Cash [ ] Check [ ] Credit card [ ] Debit card [ ] Money order [ ] Wire transfer [ ] Finance agreement [ ] Other _____	
Did you buy an extended service contract? Yes [ ] No [ ]	If yes, name of company responsible for extended service contract or warranty		
<b>SECTION 4: Information About the Transaction</b>			
<b>How was initial contact made between you and the business?</b> <input type="checkbox"/> Person came to my home <input type="checkbox"/> I went to company's place of business <input type="checkbox"/> I received a telephone call from business <input checked="" type="checkbox"/> I telephoned the business <input type="checkbox"/> I received information in the mail <input type="checkbox"/> I responded to radio/television ad <input type="checkbox"/> I responded to printed advertisement <input type="checkbox"/> I responded to a Website or e-mail solicitation <input type="checkbox"/> I received a fax solicitation <input type="checkbox"/> I attended a trade show or convention <input type="checkbox"/> Other _____		<b>Where did the transaction take place?</b> <input checked="" type="checkbox"/> At my home <input type="checkbox"/> At company's place of business <input type="checkbox"/> By mail <input type="checkbox"/> Over the phone <input type="checkbox"/> Via computer (website or e-mail) <input type="checkbox"/> Trade show or hotel <input type="checkbox"/> Other _____	



**SECTION 5: Details of Complaint (use additional sheets if necessary)**

ON 12-21-2013 I called Charlotte Appliance Service, a  
Crystal Spear arrived and said she was  
Tech. She proceeded to disassemble + assemble  
REFRIGERATOR. She claimed she changed temp module  
& replace two thermostat links. See Job work  
order receipt. DID NOT FIX PROBLEM. I TRIED NUMEROUS  
TIMES TO call. Number on Invoice. #1

I called a second Appliance Service (BANT) on  
see invoice #2 who fixed problem and noted the  
work was NEWLY done as desired. She also  
asked to be paid in cash. ~~THE~~ this person  
has had numerous complaints against them.

**SECTION 6: Resolution Attempts You Have Made**

Have you contacted the company with your complaint? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of person most recently contacted NO CONTACT	His/her phone number, incl. area code ( )
---	--	--

Results

What result would you consider fair? MONEY Paid Back

Do you have an attorney in this case? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of your attorney	Attorney's number, incl. area code ( )
---	-------------------------------	---

Has your complaint been heard or is it scheduled to be heard in court?  Yes  No If yes, where and when?

If already heard, what was the result?

**SECTION 7: Important Information**

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include **copies** of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do **not** send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

**The information I have provided is true and accurate to the best of my knowledge.**

Your signature: Veta J. Cotman

Date: 2-3-2014

Mail to: NC Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001



STATE OF NORTH CAROLINA

COUNTY OF MECKLENBURG

**AFFIDAVIT OF CAROL REINBOLD**

I, Carol Reinbold, being first duly sworn, depose and state as follows:

1. I am 74 years old and married. I have been retired for eight years. I formerly worked as a television commercial producer in Charlotte, North Carolina, where I currently reside.

2. In late September of 2015, I noticed that our GE refrigerator/freezer was not working properly. The freezer was not defrosting, causing it to back up and lose its coldness. This problem, in turn, was causing the refrigerator to become less cold. I could not get service from my regular GE technician immediately, and since I was giving a party the next day, I researched the Internet to find a local appliance repair company that services GE appliances. I clicked on Appliance Appointment.com, a site which matches repair companies with particular manufacturers, and found the name of a company listed at the bottom of the box, "Service Today." The company had a Charlotte telephone number and an address of 1448 Boeing Street, Charlotte, NC.

3. I called the company and no one answered. Someone with the company then called me back, and I made arrangements for a service technician to come to my house on September 30, 2015. The person who came identified himself as Ronnie Griffin. There was a woman with him who was not an assistant, as she did nothing but help me carry the freezer drawer to the sink to empty; at one point Mr. Griffin asked her to go to the truck to get something and he had to tell her what it was and where it was located.

4. In addition to taking the freezer drawer out, Mr. Griffin took the door off the freezer. He told me the freezer needed Freon, and proceeded to inject the Freon; or at least that's what he told me he was doing.

5. Mr. Griffin completed his work and presented me with a handwritten invoice in the amount of \$520.00. I thought this amount was quite high, but, under the circumstances, agreed to pay the full amount. Mr. Griffin wrote on the invoice that the repair came with a one-year warranty for parts and labor. At the top of the invoice, Mr. Griffin wrote his name and the company name, "Service Today." Exhibit A, attached hereto, is a true and accurate copy of the invoice.

6. Mr. Griffin would not take payment by credit card, insisting on payment by personal check, made out to him. He cashed my check the same day.

7. I monitored the refrigerator and freezer, and within two days it was clear the problem had not been fixed. On October 2, 2015, I called Mr. Griffin at the same number; I encountered a message stating that the mailbox was full. The next day, a Saturday, I called Mr. Griffin again. He said he would come to my house after 2 p.m. He did not come and did not call.

8. On Monday morning, October 5, I called again, and again encountered a message saying the mailbox was full. Someone named "Jerry" from the company called me back and apologized for the missed appointment. He assured me someone would take care of the problem that day, and would show up between 2 and 4 p.m. No one showed up and no one called. At 5:15 p.m., I called the company and again could not leave a message. Someone named "Gary" called me back at about 5:45. He said they had been swamped but someone would be out that

day to work on my refrigerator/freezer, though he could not give me an actual time. When I told him I was very suspicious of their business, he tried to reassure me, but when I began to ask questions he became very gruff and hung up on me. At about 8:45 p.m., someone from the company called and said they were coming out. There was no show and no call.

9. The next morning, someone from the company called. He apologized and promised me someone would be at my house between noon and 1:30 p.m. Again, there was no show and no call.

10. At that point (Tuesday, October 6), I went on the Internet to try to find more about Service Today. The name and number were no longer on the Appliance Appointment.com page. Rather, Sears came up as the repair company, with a phone number. I also searched for the street address for 1448 Boeing Street, using Mapquest and Street Names in Charlotte, and discovered there is no Boeing Street in Charlotte.

11. On October 7, 2015, a certified GE technician fixed my refrigerator for \$345.00, which included the cost of a new seal. He told me that the seal was the problem, not the lack of Freon, and that if the Service Today repairman had in fact treated the cooling system by injecting Freon, he may have done damage to the compressor by doing so. The technician was unable to verify that Freon had actually been inserted, and he explained that GE uses its own Freon, which is critical for the freezer to work properly.

12. After my refrigerator and freezer were properly fixed, I filed a written complaint with the Consumer Protection Division of the North Carolina Attorney General's Office. In my complaint, I provided a full history of my dealings with Ronnie Griffin and Service Today, and explained why I believed the conduct of Mr. Griffin and his company was fraudulent. A true and accurate copy of my complaint is attached as Exhibit B.

13. If Ronnie Griffin and Service Today are somehow caught, I would like to be reimbursed my \$520.00. They did absolutely nothing to fix my freezer/refrigerator, fraudulently billed me for a significant sum of money, and gave me a warranty which did not exist and was therefore fake -- not to mention the fact that they inconvenienced me greatly by their repeated no-shows and no-calls. I believe these people are scammers and should not be allowed to do what they do.

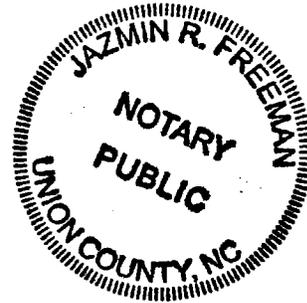
Carol Reinbold  
Carol Reinbold

Sworn to and subscribed before me

this the 12 day of July,

2016. J.R. Pitts  
Notary Public

My Commission Expires: March 18, 2020





**Harkley, Maria**

---

**From:** conforms@ncdoj.gov  
**Sent:** Wednesday, October 07, 2015 3:14 PM  
**To:** Consumer  
**Subject:** Complaint 18472 reinbold

**Your Information**

Prefix Mrs \* First Name carol  
Middle Initial \* Last Name reinbold  
\* Mailing Address 1501 LaRochelle Lane  
\* City Charlotte  
\* State NC \* Zip Code 28226  
Country, if not US United States  
Day Phone Number (including area code) 704  
Evening Phone Number (including area code) 3643671  
Cell Phone Number (including area code) 7043643671  
Fax Number (including area code)  
County of Residence Mcklenburg Email Address carolrein@earthlink.net  
I am a military service member or military spouse No

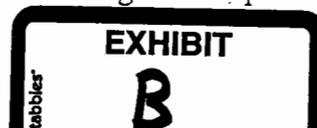
**Information About Company Against Which You Are Complaining**

\* Full name of company Service Today  
Address 1448 Boeing Street - bogus address  
City Charlotte  
State NC Zip Code 28203?  
Country, if not US  
Company's internet address (URL) Service Today  
\* Telephone number, including area code 704 476-9281  
Fax number, including area code

**Complaint Information (complete any blocks which apply to your complaint)**

Product, item, or service involved

Refrigerator repair service



Date of purchase, service, contract 9/30/2015 12:00:00 AM

Manufacturer or brand

Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease? No

Start Date 9/30/2015 12:00:00 AM End Date 9/30/2015 12:00:00 AM

Total amount paid \$520 Amount in dispute \$520

How was payment made: Check

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

## Information About the Transaction

How was initial contact made between you and the Person came to my home  
Where did the transaction take place? At my home

## Details of Complaint

\* Details  
Limit of 2500 characters  
On the internet I clicked on Local GE Appliance Repair and Appliance Appointment.com came up with information on the manufacturers they service. At the bottom of this in a box was the name, Service Today with a Charlotte telephone number which I called. No one answered but they called me back saying they were away from phone. I booked them to come to my home on Sept. 30 to fix a defrosting problem. Ronnie Griffin was the name of the repair man. Once he had the freezer drawer out and door off, he told me how much it would cost. I found it quite high but under the circumstances agreed. When he presented me with the bill it was all handwritten: Service Today Ronnie Griffin, 704 476-9281, Samedaysevicemb@gmail.com, One Year Warranty (Parts & labor). He would not take a credit card. We paid by check which was cashed the same day. Two days later the problem came back so on Friday, Oct. 2 I called but got no answer with message saying mail box full. I called on Saturday morning, Oct. 3 and spoke with Ronnie

Griffin who said he would come to my house after 2PM. No show and no call. I called Monday morning Oct. 5 and again no answer with mail box full. "Jerry" from that company called me back and apologized for Saturday and assured me they would take care of the problem that day and someone would be out between 2 and 4PM. No show, no call. At 5:15 I called company and again could not leave a message. "Gary" from the company called around 5:45 and said they had been swamped but someone would be out still that day but he couldn't give me the time. When I told him I was very suspicious of their business, he tried to reassure me but as I began to ask questions he got very gruff and hung up on me. A repairman called at 8:45 pm saying they were coming out. No show, no call. They called Tuesday morning again apologizing and assured us someone would be here between 12-1:30PM. No show, no call. When I went on the internet again yesterday, Oct. 6, to find this company, their name and number were no longer on the Appliance Appointment.com page; instead Sears and a phone number appeared in the box. The street name is bogus. This is a scam. Today a certified GE technician fixed my refrigerator for \$345 including a part. He told me the Service Today repairman treated the cooling instead of the defroster and may have done damage to the compressor by doing so. These people are probably out of town by now. If they are caught I would like to be reimbursed not only the \$520 paid to Ronnie Griffin but the \$345 additional it cost me to have my refrigerator fixed.

## Resolution Attempts You Have Made

Have you contacted the company with your complaint? No

If yes, name of person most recently contacted

His/her phone number, incl. area code

Results The phone number given me does not answer and gives a mail box full message so cannot leave a message.

\* What resolution would you consider fair? Nothing less than \$520.00

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax? Yes



STATE OF NORTH CAROLINA

COUNTY OF RANDOLPH

**AFFIDAVIT OF CHARLES F. LACKEY**

I, Charles F. Lackey, being first duly sworn, state as follows:

1. I am a resident of Randolph County, North Carolina. I live with my wife, Linda H. Lackey, and our 35-year-old special-needs daughter. I am retired from the furniture manufacturing industry, and my wife is also retired but continues to work on a part-time basis with a manufacturing company. For the past 55 years, I have served as a minister for various churches within my community. Since 2001, I have dedicated my time to completing world mission trips to Africa and India.

2. During the month of July 2015, I noticed that my Samsung refrigerator was not cooling properly. After my unit shut down for two days, I called the warranty company; they said I would have to wait for up to two weeks before they could dispatch a technician to provide service. I felt this was too long to be without a working refrigerator, so I immediately started to research online for an appliance repair business that could fix my refrigerator as soon as possible. I found a company online called Piedmont Appliance Repair, with a business address listed at 3548 Thomasville Road, Winston-Salem, North Carolina. On July 28, 2015, I spoke on the phone with the person who said she was the owner of the company, Crystal Spear. Ms. Spear claimed to specialize in repairing Samsung products, and she said she was available to provide service the following day.

3. On July 29, 2015, Ms. Spear met me at my residence, at around 8:30 pm. We spoke briefly about the problem with my refrigerator, and she proceeded immediately to inspect the unit using a box of tools she had brought into the house with her. She seemed very familiar with refrigerators and experienced in what she was doing. She said she had been exposed to the refrigerator repair business since she was a little girl because she has a father and two brothers who specialize in refrigeration repair as a living.

4. After working on the refrigerator for a while, Ms. Spear told me she had diagnosed the problem; she said the refrigerator needed Freon. She then went outside to retrieve the Freon from the minivan she was driving. I found it a little peculiar that she stayed outside for about 15 to 20 minutes, but I wasn't concerned. When she returned from outside, she proceeded to tap the line of my refrigerator with her tools, appearing to add Freon through a connector. Then, after a few minutes, she placed her tools back inside her box and told me that my refrigerator had been fixed.

5. Ms. Spear instructed me to wait until the following morning for the refrigerator to cool completely. She quoted me a total cost of \$250.00, and wrote out an invoice. According to the invoice, the charges broke down as \$125.00 for four ounces of Freon with "stopleak"; \$25.00 for "Top Valve"; and \$100.00 for labor. Exhibit A, attached hereto, is a true and accurate copy of the invoice I received.

6. The charges seemed reasonable to me; I felt satisfied with Ms. Spear's service, particularly given the fact that she promised a one-year warranty for parts and labor, which she confirmed in writing on the invoice. Ms. Spear requested that I pay her in cash, but I told her I

could only pay her by check. She then asked me to make the check payable to Ronnie Griffin. I found this request rather odd, but followed her instructions. Ms. Spear then left.

7. On the morning of July 30, 2015, I opened the refrigerator to see if it was working properly. I was surprised and disappointed to see that it was still not cooling at all. I immediately called Ms. Spear. She answered the phone and was very pleasant; she told me she would come to my house, that same day, to find out why the refrigerator wasn't working. I felt satisfied with her response, and waited for Ms. Spear to come to my house. She never showed up.

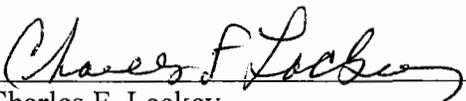
8. On the following day, July 31, I spoke to Ms. Spear about her failure to show up to complete the repairs. She apologized for not coming to my house as planned, explaining that she ran out of time because she was working on a "big major job." She promised she would come to my house on the following day. I started to feel uneasy with the whole situation, and decided to pull up my bank account online, to see if I could place a stop payment on the check. I thought perhaps I could use that money to hire a different company. The North Carolina State Employees Credit Union, in Winston-Salem, confirmed the check had been cashed by Ronnie Griffin on the morning of July 30, the day after Ms. Spear received it. Therefore, it was too late to place a stop payment on this check. Exhibit B, attached hereto, is a true and accurate copy of front and back of the check I wrote to Ms. Spear, showing that the check was endorsed and cashed by Ronnie Griffin on July 30, 2015.

9. Over the next few days, I called and texted Ms. Spear repeatedly. In my phone messages and texts I asked her to please return my money. She did not respond. In my last text message to her, I threatened to report her to the authorities if she didn't call me back. She did not get back to me.

10. On August 5, 2015, I contacted the Randolph County Sheriff's Department, and was referred to Detective Ryan McClelland. I met with Detective McClelland and filed a fraud report concerning my dealings Ms. Spear and Piedmont Appliance Repair. I also spoke with the North Carolina Attorney General's office and explained how I had been victimized by Ms. Spear and Piedmont Appliance Repair.

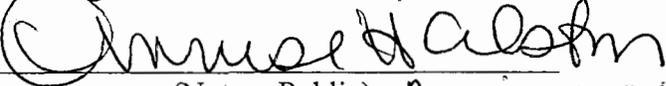
11. When I attempted to have another company repair my refrigerator, I learned it was no longer covered by warranty because Ms. Spear had voided the warranty when she punctured the sealed unit to add Freon. I was also told the refrigerator was irreparable. As a result, I have had to purchase a new one.

12. Ms. Spear and her company did nothing to actually repair my refrigerator. She defrauded me of \$250.00 and voided the existing warranty in the process. I would like my money back, and I hope Ms. Spear can be stopped from taking advantage of others in the way she took advantage of me.

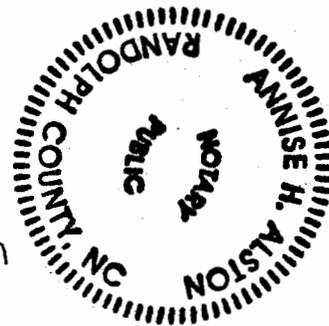
  
Charles F. Lackey

Sworn to and subscribed before me

this the 20<sup>th</sup> day of September, 2016.

  
(Notary Public) Annise H. Alston

My Commission Expires: 6-16-2018



Piedmont Appliance Repair

INVOICE

336-250-7545

583058

Piedmont Appliance Repair Inc @ gmail

SOLD TO Check To Ronnie Griffin		SHIP TO Griffin	
ADDRESS 7051 Chapman Creek Rd		ADDRESS Griffin	
CITY, STATE, ZIP Wintona NC 27259		CITY, STATE, ZIP	
CUSTOMER ORDER NO. 336-241-2587	SOLD BY	TERMS	DATE July 19, 12

ORDERED	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
		① 40c screw w/stop lock			125 <sup>00</sup>
		① Top Valve			25 <sup>00</sup>
		① min. labor			100 <sup>00</sup>
		One Year Warranty (Part & Labor)			250 <sup>00</sup>

edamir 5840



Check Search Results

Check #: 4881  
Amount: \$250.00  
Date Processed: 7/30/2015

CHARLES F. LACKEY  
7051 JACKSON CREEK RD. PH. 336-241-2587  
DENTON, NC 27239

4881

DATE 7/29/15

PAY TO THE ORDER OF

*Rannia Griffin*  
*Included gift 2* \$250.00  
State Employees' Credit Union

Ashboro, North Carolina

40

MEMO

*Ref Repair* *Charles Lackey*

ENDORSE HERE

FOR DEPOSIT ONLY  
STATE EMPLOYEES' CREDIT UNION  
WINSTON-SALEM 183  
TELLER# 14007

DO NOT SIGN BELOW THIS LINE

\$250.00

Cashed Check



EXHIBIT

B

tabbies



STATE OF NORTH CAROLINA

COUNTY OF GUILFORD

**AFFIDAVIT OF JEREMY DENMAN**

I, Jeremy Denman, being first duly sworn, state as follows:

1. I am an adult male. I am married and live in Greensboro, North Carolina.
2. In 2013, my wife and I began planning to remodel our kitchen. The existing refrigerator was a large and expensive LG model, and was too big to fit in the kitchen under our remodeling plans. We decided to sell the refrigerator (at the time, the brand and model retailed for about \$2300.00 new), but unfortunately, the refrigerator stopped working as we were in the process of redoing the kitchen. This occurred in August of 2013.
3. We were doing the remodeling on a limited budget, so we thought carefully about whether it made sense to have the refrigerator repaired. We ultimately decided to proceed with the repair, reasoning that we would come out ahead by selling the refrigerator and that the funds were necessary to purchase a new, smaller refrigerator.
4. I am pretty capable in terms of diagnosing problems with appliances, and I was confident I knew what was wrong with the refrigerator -- it needed a new compressor. I did an Internet search to find a local appliance repair company to make the repair, and obtained quotes from several companies for the cost of installing a new compressor. One of those local companies was called "Home Pros." On August 20, 2016, I called the number that I found online for Home Pros and spoke to a man who identified himself as Allen Griffin. Mr. Griffin said he could come out the next morning to take a look at the refrigerator. I made the appointment with Home Pros because Mr. Griffin was immediately available to make the repair and because he quoted me the lowest price.

5. Mr. Griffin showed up the next morning. He performed some tests and stated that the refrigerator needed a new compressor, as I suspected. He asked for \$150.00 up-front in order to purchase the part, and stated that he needed to be paid by personal check or cash. Given that Mr. Griffin appeared to know what he was doing, and given that his diagnosis of the problem coincided with my own, I trusted him. I gave him the \$150.00 in cash, and he wrote me out an invoice indicating that the total cost would be \$280.00, of which \$150.00 had been paid. The invoice also stated that the repair was covered by a one-year warranty for parts and labor. Mr. Griffin told me he would return in two days to install the compressor. Exhibit A, attached hereto, is a true and accurate copy of the invoice received from Mr. Griffin.

6. Mr. Griffin failed to show for the scheduled return appointment. I called him to find out why, and he told me that the part had not yet arrived because an "overnight" shipment had been delayed. We scheduled another appointment for a couple of days later, and again Mr. Griffin did not show. I again called him, and this time he gave me the excuse that one of his four kids had missed the school bus; he promised he would call me back to let me know what time to expect him that day.

7. Mr. Griffin did not call me back, then or ever. Over the next several weeks, I called him every day, several times a day, each time leaving a message. Finally, after about three weeks, I did a search for the number he had given me and from which he had originally called, and I learned that the number was owned by someone else. The owner's surname was "Overman," with a Greensboro address. I did further Internet research on Mr. Griffin, and discovered that he has gone by many different personal names and company names in performing the same scam on numerous people.

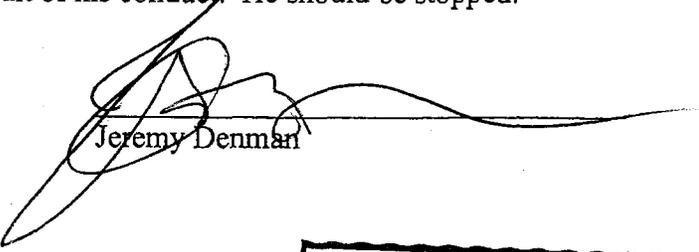
8. At that point, I contacted the Guilford County Sheriff's Department. I spoke with Detective Rogers and filed a police report for what I considered to be blatant theft perpetrated by

Mr. Griffin. On September 11, 2013, I filed a written complaint about Home Pros and Allen Griffin with the Better Business Bureau ("BBB") of Winston-Salem. Exhibit B, attached hereto, is a true and accurate copy of my BBB complaint. I also filed a written complaint about Home Pros and Allen Griffin with the Consumer Protection Division of the North Carolina Attorney General's Office, on September 27, 2013. Exhibit C, attached hereto, is a true and accurate copy of that complaint.

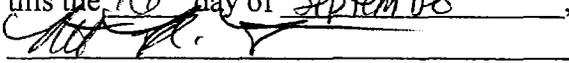
9. The \$150.00 that I lost to Mr. Griffin was a significant dent in our remodeling budget, as was the money lost by virtue of not being able to sell the refrigerator while it was in working order. We could not afford to spend more money on the refrigerator because we had to use part of our limited funds to purchase a new refrigerator. Consequently, our food in the refrigerator spoiled. We ended up selling the refrigerator for parts, at a pittance compared to what the refrigerator would have been worth if it was working. With our reduced funds, we were forced to purchase a mini-fridge and separate freezer. The situation is far from ideal.

10. Mr. Griffin's conduct did not just affect us financially. He has caused my wife in particular to feel real fear. We are concerned that he might return and attempt to break into our home. We feel unsafe.

11. We would like the \$150.00 back from Mr. Griffin, as well as compensation for the additional monies we lost as a result of his conduct. He should be stopped.

  
Jeremy Denman

Sworn to and subscribed before me  
this the 16 day of September, 2016.

  
(Notary Public)

My Commission Expires: June 18, 2021

MATTHEW R. BOOTHE  
Notary Public, North Carolina  
Rockingham County  
My Commission Expires  
June 18, 2021

Home Pros

Friday 10:00

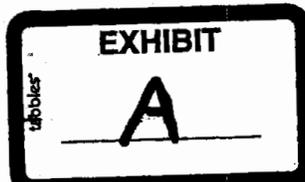
336-253-4743

L

Invoice

SOLD TO		SHIPPED TO	
336-706-2660		DENMAN	
ADDRESS		ADDRESS	
336-706-2660		3241 Hines Chapel Rd	
CITY, STATE, ZIP		CITY, STATE, ZIP	
Greensboro NC		Greensboro NC	
CUSTOMER ORDER NO.	SOLD BY	TERMS	F.O.B.
			DATE
			8-21-13

ORDERED	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
		Check to Allen Gruffin			
		① Compressor installed			
		Paid Cash	280.00		\$ 280.00
		MH LRSC 26930 T7			
		Up Demand off parts + labor			





Better Business Bureau  
Serving Northwest North Carolina

500 W. 5th St., Ste 202  
Winston Salem, NC 27101-2728  
(336) 725-8348  
FAX (336) 777-3727  
www.nwnc.bbb.org

**Case #:** 9714467

**Consumer Info:** Denman, Jeremy  
3241 Hines Chapel Rd.  
Greensboro, NC 27405  
336-706-2660  
[REDACTED]

**Business Info:** Service Experts  
1696 Becky Ann Dr  
Kernersville, NC 27284  
3368861892

**Date Filed:** 9/11/2013

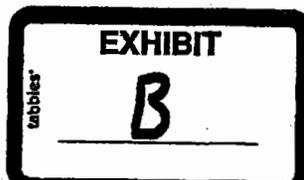
**Nature of the Complaint:** Contract Issues

**Consumer's Original Complaint:**

I did an Internet search for an Appliance repairman in my area, (Greensboro, NC) and submitted for a quote from several places. Unfortunately I don't know from which lead I got the call from, but this man going by "Allen Griffin" of "Home Pros" said he could come out the very next morning. He looked at my refrigerator and did some tests and said that I needed a new compressor and that he would need \$150 up front to order it, then he would be back in two days to install it. He never showed up at the appt. time two days later so I called him and he gave me an excuse that the 'overnight' shipment got delayed. Called back a couple days later when he missed the next appt. and he gave me an excuse that one of his four kids missed the bus for school, but that he'd call me back to let me know what time to expect him. Since then he has not called me, and I have called the number he gave me several times every day and have left several messages but he has vanished! This was 3 weeks ago! I did a search on the number he gave me and had originally called me from, which is 336-253-4743. My results stated that the phone was owned by a "Charles Overman of 6305 Buckhorn Rd., Greensboro, NC 27410." Upon more research I unfortunately have found that he has gone by many personal names and company names and has run the exact same con on multiple people! And he has yet to be caught or dealt with.

**Consumer's Desired Resolution:**

I want my money back. Plus damages. I have had to refuse multiple potential buyers because the fridge was never fixed.



**Consumer**

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From: conforms@ncdoj.gov  
Sent: Friday, September 27, 2013 1:56 PM  
To: Consumer  
Subject: Complaint 2084 Denman  
Attachments: Home Pros Receipt.jpeg

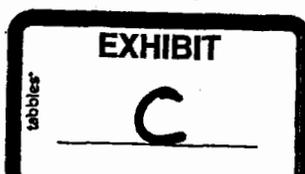
**Your Information**

Prefix Mr \* First Name Jeremy  
Middle Initial \* Last Name Denman  
\* Mailing Address 3241 Hines Chapel Rd.  
\* City Greensboro  
\* State NC \* Zip Code 27405  
Country, if not US  
Day Phone Number (including area code) 336-621-0885  
Evening Phone Number (including area code) 336-621-0885  
Cell Phone Number (including area code) 336-706-2660  
Fax Number (including area code)  
County of Residence Guilford Email Address [REDACTED]  
I am a military service member, veteran, or military spouse No

**Information About Company Against Which You Are Complaining**

\* Full name of company Home Pros  
Address  
City Greensboro  
State NC Zip Code  
Country, if not US  
Company's internet address (URL)  
\* Telephone number, including area code 336-253-4743  
Fax number, including area code

**Complaint Information (complete any blocks which apply to your complaint)**



Product, item, or service involved

Appliance Repair

Date of purchase, service, contract 8/21/2013 12:00:00 AM

Manufacturer or brand LG

Model LRSC26922TT

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number LRSC26930TT

Did you sign a contract or a lease? No

Start Date 8/21/2013 12:00:00 AM End Date

Total amount paid 150 Amount in dispute 150

How was payment made: Cash

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

## Information About the Transaction

How was initial contact made between you and the I received a telephone call from business

Where did the transaction take place? At my home

## Details of Complaint

\* Details

Limit of 2500 characters

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then he has not called me, and I have called the number he gave me several times every day and have left several messages but he has vanished! This was 4 weeks ago! I did a search on the number he gave me and had originally called me from, which is 336-253-4743. Upon more research on BBB I unfortunately have found that he has gone by many personal names and company names and has run the exact same con on multiple people! And he has yet to be caught or dealt with.

## Resolution Attempts You Have Made

Have you contacted the company with your complaint?

Yes

If yes, name of person most recently contacted

Voice Mail

His/her phone number, incl. area code

336-253-4743

Results

No Response after multiple attempts and messages.

\* What resolution would you consider fair?

The cost to replace my refrigerator for the initial cash paid to him and damages. We have been living out of a cooler without a means to replace it and have also had no luck trying to sell the \$2000 refrigerator with a busted compressor.

Do you have an attorney in this case?

No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court?

No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax?

No