

To who it may concern,
Ref #: 216340032411
Name: Raymond Olan
Acct #: 3121469714
Dispute Reason:
Merchandise information misrepresented.

On Oct 30th I ordered a tuxedo from Mensusa online a day later I a representative about getting names of people in the wedding. I advised him, I could not give him any names. I received the tuxedo on 8th of November, I then called Mensusa at 888-784-8872 on the Nov. 9th the pants did not fit, I was assured that this tuxedo was the correct size but they're they come a little small. The rep stated he would request another tuxedo and have it shipped immediately I also advised him, I didn't have the process for returning the tuxedo if it doesn't fit, he said he would email me that process. On the Nov. 13th I called and spoke with another representative (female) at 6:45 pm. (phone log item 1) I specifically request to know when the replacement tuxedo could be expected. She advised be that the estimated arrive would be Nov. 16th or 17th I asked her why it's taking so long, she stated the hold up is "your sons order was included with my tuxedo". We continued to debate why was his order with mine, to no avail, that's when I requested the managers name. She advised me her manager's name was Sophia and that she would be in the office in the morning. When asked who was her boss she stated she is over Customer service, returns and shipping. I called 888-784-887 the next morning on Nov 14th and spoke with Ms. Sophia. To my surprise Sonia stated that my order was placed incorrectly and that I should have specified Classic. When I tried to explain her representatives advised be that regular ran a little small, nothing about Classic slim or skinny. He assured me the replacement would fit. The conversation became tumultuous at times. Her final suggestion was to wait and try on the the replacement. I advised her if we have the same problem I will be sending both tuxedos back for a refund. She then directed her attention to my sons order and stated "Now that you know how suits styles run, I need to know what to do with your sons order". I advised her "I will have him call you, but I am not authorized to make that call".

I called my son and advised to of my ongoing problem and that he needed to call. My son called me back and stated he spoke with Ms Sophia and explained to her he was looking for the same tuxedo as me in a classic. He later received a text from Ms Sophia (item 2). As per my son, he called back and spoke with Ms. Sophia and advised her he needed a classic and in black, she stated it's bigger, my son advised me the tuxedo in the text was not even black so he requested his order to be canceled. I then decided they don't have regular (Classic) size tuxedos and so I ordered from a different merchant (item 3). I received the Tuxedo from Mensusa on the 17th but now the arms were to long and the pants were still tight.

On Nov 26th I shipped as per the email forwarded to me by representative c12, on returned procedures (see item 4) both tuxedo in two separate packages and in their original boxes, hangers and plastic bags. I send them via USPS (see item 5). On the 29th I emailed via Medusa website, email option, (item 6). On Dec. 6th I received a request for the tracking numbers (item 7). As per USPS the packages arrived on Nov. 30th to their Front Desk/Reception (item 8a & 8b). Please note the website offers no options as to style on size selection, as I've note on other sites.

I called Mensusa Dec. 13th at 3:00pm (central) and spoke with Sophia as to refund. Ms Sopfia stated credit given Nov 14th, checked my checking account nothing applied. I called back, now she stated credit authorized seven (7) days ago she will email me a copy of authorization. I haven't received anything yet.