

Refrigerator on 5 year warranty bought in 2019 died on Dec 13, 2021, discovered on Jan 4 2022, loss of entire contents of refrigerator. 3 day search for someone to fulfill the warranty. over 20 phone calls, finally diagnosed as compressor failure, wait for parts, finally repaired on Feb 23. Appliance died again less than 1 month later, again many phone calls since the first repair people were not sent the work order. Finally April 7 repair person comes and tells us more parts must be ordered. Parts arrive and repair person comes again April 11. Cannot get the refrigerator going and orders more parts.... That is where we are right now.

Somewhere in there we were informed there was a way to apply for recompense for the 2 full refrigerator contents that had been lost. There was no mention of a deadline and it was mentioned in passing by a repair person.

We received a letter after applying for this benefit 4/11/22 and received a case number of 728277. The claim was denied because more than 14 days had passed since the incident, the second claim was not mentioned at all. We were unable to come up with a value for the contents, but there was meat, a full freezer and multiple condiments. The second time we lost a lot of ice cream. When asked I guessed it was worth \$400, but in retrospect it was probably less than that. We lost all the contents of the refrigerator and freezer twice.

There is a clause in the warranty entitling us to up to \$300 for each loss incident and I feel \$400 is fair for both. Please contact them (if you can)- they have hung up on me, changed their phone number and routed me to the wrong person. multiple times.

We came home from Xmas vacation to find that the Samsung refrigerator in our kitchen had ceased working. We checked the breakers and the other appliances in the house, which were all fine. The light works when it is plugged in but we have unplugged it for now.

The refrigerator was bought "out of box" through Sears. The model # is RF22K9381SR/AA and the other number on there is 08EG43BJ800285B. We have no idea why it is not functioning and will need an assessment and repair.

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The owner is MaryAnne McDonald, 1816 N Lexington St, Tacoma WA 98406 which is where the refrigerator is. Her home # 253-507-4300. I am her roommate writing for her while she works. My cell number is 623-606-8605 and is the easiest way to reach MaryAnne.

I cleaned out the refrigerator and there is nothing to take a picture of- as it is normal in appearance.

If you need date of purchase or any other information, please let me know and I will ask her.

She wants the \$400 for all the food that went bad twice and a refund of the \$799.99 spent on this worthless, so far, "warranty", and a real person to call when this happens again.

I am sending a copy of the receipt and promise to Chicago BBB.

JEAN GOERSS