

February 5, 2023

Case Number:

221228214055981

Merchant:

Cabinets To Go

5740 Halifax Road

Fort Myers, FL 33912

239-344-9018

Attention:

Capital One Dispute Department

This is now my second letter to Capital One so as to seek retribution for the amount of \$1,561.15 which is the difference of \$1,697.41, which was reimbursed to me by Cabinets To Go in January 2023 from \$3,258.56, which is half of the total invoice paid to Cabinets To Go on June 29, 2022. The full amount of the invoice paid on June 29th was for \$6,517.12. (So, half of \$6,517.12 is \$3,258.56 and – half reimbursement of \$1,561.15 = \$1,697.41).

As suggested yesterday, February 5, 2023, by Jewlisha from Capital One Dispute Department on a phone conversation. Jewlisha informed me of the two issues at hand in which need to be addressed since Cabinets To Go responded to my detailed story and attachments already sent to Capital One.

1. Capital One has in their records that I never received the materials for the second closet and thus because of this—should not have half of the total reimbursed. This is not true. I did receive all the materials for both closets. However, in the main closet—a bar and the support to hold the bar did not arrive. And the second closet material arrived incorrectly. Michelle Weddle ordered the incorrect drawer sizes for the second closet (she ordered 30 inches and they should've been 24 inches) and this was confirmed by the installer that is outsourced by Cabinets To Go and so the entire closet was unable to be installed because the installer stated that the entire closet is based on the correct size of the drawers. Cabinets To Go picked up all the material a week later and reimbursed only the material for the second closet. They did not reimburse for the missing parts of the main closet.

2. Now to address Cabinets To Go, their exact response on page 6 — which states that “the lady insisted that we cover half of the entire cost because she needed to buy furniture and have a handyman come to reinstall the previous bar in the second closet”.

THIS STATEMENT IS NOT TRUE. I NEVER SAID THAT.

The reason as to why Cabinets To Go should cover half, if not the entire amount, is because they were neglectful, non-responsive then rude, used profanity at me on the phone, which the manager then apologized for, condescending, and awful to work with. Once they had my money—I was completely ignored and treated like a second-class citizen. This is one of the reasons as to why I should receive half of money back –if not more or all. I even asked for the franchise owner’s name of the Cabinets To Go Halifax, Florida location many times, and no one would give me a name, email or contact phone number. The second reason is because Cabinets To Go did not comply with the date agreed upon for installation because it was their fault when ordering the materials added on to the lack of customer service for resolution.

I have submitted a detailed timeline of what was agreed/promised my Michelle Weddle and what was NOT delivered. I submitted my “story” as instructed by Capital One Dispute Department. I submitted multiple supporting documents to solidify my claim.

I have never submitted a dispute beforehand to Capital One or any other banking institution.

I’m also sending again the last of many emails I sent to Michelle Weddle, which Michelle Weddle never acknowledged let alone answered or apologized to me.

Recap: Main bedroom closet is incomplete. Second bedroom closet was never done due to incorrect materials being ordered by Cabinets To Go/Michelle Weddle. Cabinets To Go failed at complying with their agreed delivery and installation date and ignored, mistreated, and aggressively responded to me both over the telephone and in person. I was insulted with profanity by a sales representative over the telephone named Erick, and directly bullied by Cabinets To Go Halifax Store Manager, Alex Mayoli.

Cabinets To Go should be reported to the Better Business Bureau because of the way they mistreat their customers or at the very least because of the way they mistreat their minority, female, elderly customers (*which I fall into all these categories*) once they've paid in full for a job that was not performed by the date agreed upon in a signed document.

Sincerely,

Pilar Heraud