

Larmer, Giselle

From: Pilar Heraud <pilar310@verizon.net>
Sent: Monday, January 23, 2023 11:45 AM
To: Larmer, Giselle
Subject: Fwd: EXPLANATION AND FACTUAL EMAIL — CABINETS TO GO ISSUE

Sent from my iPhone

Begin forwarded message:

From: Pilar Heraud <pilar310@verizon.net>
Date: January 23, 2023 at 11:43:12 AM EST
To: A Pilar Heraud <pilar310@verizon.net>
Subject: Fwd: EXPLANATION AND FACTUAL EMAIL — CABINETS TO GO ISSUE

For Dispute Dept.:

In June of 2022, I visited the Cabinets To Go - Halifax store in Ft Myers to inquire about installing two closets in my apartment in Fort Myers, Florida. I was greeted by Michele Weddle, who at the time was very nice, personable and friendly. I went ahead and purchased the closet materials and installation. We set an appointment for June 20th, 2022 (for Steven), a professional measurer and installer to go to my apartment that I was renting to complete all the measurements of both closets. (Attached is also the texts with my previous renters agreeing to the June 20th visit). Steven went and did all the measurements.

On June 29th, my daughter Giselle Larmer and I went and met with Michelle again and according to the designs of the two closets — she charged my Capital One credit card (ending in 1904) \$ 6,517.22, which was the full payment for both closets (material, delivery, and installations). Michelle explained to me, due to the measurements that Steven took — that the closet in the second bedroom was going to have 5 - 24 inches drawers because of the depth of the closet and the sliding doors. The 15 drawers in the master bedroom were going to be 30 inches.

I wanted to pay half of the invoice on June 29th and the other half when installation date was scheduled, but Michelle insisted that my order needed to be paid in full, so I paid in full. Also, Michelle guaranteed that Cabinets To Go would store all the materials in their store warehouse. I was surprised that Michelle offered to store so many boxes for more than four months; and she kind of giggled and said 'that's why they had such a large warehouse.' It was agreed that the two closets would be installed on December 8th, and they were going deliver all the boxes with all the materials a couple of days before Dec. 8th. By this time, my long-term renters were gone, and I had already committed to renting

my apartment again in January of 2023. I called Michelle in the middle of November just to confirm that everything was still on track; and on that call Michelle said that because of Hurricane Ian—the materials were delayed and that the installation would now take place on December 15th. I told her that Hurricane Ian had happened at the end of August and if had known that the installation would be delayed — why hadn't she contacted me. However, Michelle just stayed quiet and had no response. After that day, I called Michelle numerous times to follow up and ensure we were set for December 15th installation, and each time she would have her coworker, Dwayne, tell me that she was busy, or in a meeting, or with a customer, and would return my call. Dwayne always answered my calls and was always very cold and non-helpful. I never again spoke to Michelle Weddle. I told him I was also a customer and that I had already paid in full, but that didn't seem to matter. I also sent Michelle Weddle several text messages, a couple of e-mails inquiring about delivery and installation date because I found it very odd that no one could follow up. There was no response whatsoever, and many times - whoever answered the store phone— would simply just hang up on me. Finally, on December 15th the materials were delivered, and I was led to believe that installation would take place the very next day, but was informed by Michelle Weddle that the installer would contact me directly. Michelle Weddle did answer my phone call on December 15th because the delivery crew didn't know about installation date and Michelle was very short with me when I asked why she had ignored me. I asked for the installer's contact information, but Michelle told me she was not at liberty to supply me with his contact information. A couple of days later, Cody, the installation company owner, called me and said that the next available date was January 2, 2023 for installation. I explained to Cody my situation and that I had rented my apartment in January and that Michelle Weddle guaranteed installation on December 8th. Cody felt my frustration, desperation, and stress and called me a couple of days later and told me that the installer will be at my apartment early on December 26th, 2022. I was very thankful and relieved. Turns out that Steven, the same person that had come to measure would also be installing the two closets. Cody also informed me that I needed to have all the shelvings removed if not — he would have to charge me for removal and he wouldn't be able to give me an estimate. I was never informed of this additional step by Michelle Weddle and/or Cabinets To Go. I proceeded to hire a handyman that was nice enough to come on Christmas day, and help me to remove all the metal shelvings in both closets. When Steven finished with the master bedroom closet, and I inspected his work—I noticed that a bar was missing to hang long dresses/gowns. Steven said that two panels were missing to support the bar. I informed Steven and showed him my order, but he was unable to complete it since the material was missing completely. Steven proceeded to go to the second bedroom to install the second closet, and immediately said that he could proceed at all because Michelle Weddle had ordered the incorrect drawer size for it. That the 30 inch drawers wouldn't fit in this closet, and that I wouldn't be able to open or close the closet doors. I asked Steven to please at least install the other part of the closet, but Steven said that he could not do so because

he needed the drawers portion to be able to hold the closet up. We immediately called Michelle Weddle, and of course Michelle didn't answer our call. Steven said that Michelle never answers calls. We called the main phone number to Cabinets to Go main and spoke to a Customer Care and explained the situation, and the person called the Halifax store directly, while we were still on the phone, and Customer Care said that the Halifax store hung up on him. Steven left and I called the store daily to find out if they had the drawers in stock and every time they would either hang up on me or give me an excuse. So I sent Michelle Weddle an e-mail and also a text on December 27th, and no response from Michelle. So when I called on December 28th at 10:04am Erick, an employee at the store, answered and proceeded to refer to the e-mail message that I sent Michelle Weddle the day before as a "nasty gram and bitchy message." I said that I did not deserve to be spoken to like that and that I wanted to talk to the manager or supervisor and he said that Alex Mayoli, the store manager, was not available and that Alex Mayoli was at the warehouse and I replied that I will wait on the phone and Erick just hung up on me. I called Customer Care again, and they informed me to go to the store to get "reimbursed for ordering the incorrect product and not meeting the mandatory deadline." I actually had my daughter, Giselle Larmer call Customer Care for me as my blood pressure was very high and Customer Care informed my daughter, Giselle the same information. They said that the Halifax store was a franchise and therefore, we're unable to help me. That afternoon my daughter, Giselle and I went to the Halifax store. After being completely ignored by Michelle Weddle—Erick, who was cold and short with us informed us we would need to wait to see Alex Mayoli, the store manager. After waiting 10 minutes—we were taken to a small dark room to meet Alex Mayoli. Alex immediately proceeded to acknowledge and apologize for Erick's abusive and unprofessional manner of answering the phone and for the profanity said to me earlier in the day on the phone call. However after that- Alex became very authoritative and didn't allow me to say a word nor my daughter. In fact, while we were there and he was basically reprimanding us—Michelle Weddle came in to get water and just smirked at me. Also, Alex Mayoli's minor daughter was glaring at us while her father was rudely speaking to me. We felt like second hand citizens. Neither my daughter nor I have ever experienced anything like that in person before. Alex Mayoli was disrespectful and rude. Alex Mayoli was a bully and demeaning. At one point- Alex was screaming at me. Alex told me towards the end that he would reimburse me for the second closet, but not the installation portion nor the interest of having my money since June of 2022. My daughter mentioned that it wasn't fair and Alex Mayoli got up and yelled at my daughter. My daughter is a grown woman with six children and a full time job. She was so shaken when we left — that the cold she was getting over — escalated to throat hoarseness. She couldn't drive home for us because she was so distraught. My daughter ended up at an ENT doctor a few weeks ago with vocal chord nodules and the doctor said that it was directly from stress. I am a senior citizen female with a Spanish accent as I came to the US when I was young and made a life in the US and am extremely proud to be a US citizen. However, this experience has been so

gruesome and overbearing not only for me, but for my only daughter. I regret having her accompany me that day in late December. In fact, when I called Capital One and spoke to the lovely representative who calmed me down on December 28th—I never mentioned the affect that the in person experience had on my daughter because it didn't physically escalate for her until a few days later. If I had known- I would've asked for entire reimbursement.

As mentioned that day to the Capital One representative- I have never disputed a charge beforehand nor have I ever sued anyone. However- Cabinets To Go should be reported to the Better Business Bureau and should be held accountable for the neglect and improper and unprofessional behavior handled by their entire Halifax store location.

Important Facts:

- measurements and full payment were made in June of 2022
- agreed that both closet installations would take place December 8, 2022
- material was delivered December 15, 2022
- incomplete installation took place December 26, 2022
- several attempts to converse with Michelle Weddle were attempted and ignored as well as unanswered emails and texts
- never received an apology or attempt to do the right thing from anyone at Halifax, FL location for Cabinets To Go

Results:

- frustration and horrific stress because of this scarring situation and incompetence; lack of desire to help/assist with this never ending and intolerable major issue
- expenses incurred by removing and then reinstalling existing shelving in the master bedroom to hang dresses/gowns and in entire second bedroom closet
- only purpose in getting custom closets, and Michelle Weddle knew about it, was that I did not want to have a lot of furniture in the bedrooms for rental purposes
- because of delivering the wrong material — I also had to rush and incur the cost of a dresser with drawers from Ashley Furniture for renters

I'm enclosing communications and pictures that entail the frustration and major stress caused by Cabinets To Go's neglect and lack of sympathy Cabinets to Go not only did not deliver what was agreed upon, but treated me and my close family with disrespect and horrible rudeness.

They want to charge me \$4,819.69 for one incomplete closet. Not even California closets are that expensive. At the very minimum-I am entitled to half of the total for the closets. So an additional refund of \$1,561.15. Although total reimbursement should be given to me because of all the heinous mishaps mentioned above. Regardless of the outcome — I will be contacting the BBB as well as social media to expose the incompetence and disregard to their customers as soon as this is completely settled. And I hope that this communication and my entire case is reported to this store's owner as I'm sure that they're unaware.

Sincerely,

Pilar Heraud

Sent from my iPhone