

Tonya L. Groover
145 Greenbriar Court
Savannah, GA 31419
(912) 509-7533
lilbitinggeorgia@gmail.com

September 3, 2023

Shark Corporate Headquarters
89 A Street, Suite 100
Needham, Massachusetts 02494

Re: Shark Cordless Vacuum Purchase (Amazon)
Model No.: WS632GNBRN / SN: Q11Q2623Z7Z9
*****REQUEST FOR TOTAL REFUND: \$197.17*****

Dear Sir/Madam:

Despite numerous telephone calls and emails to your company to obtain a refund for the product I ordered, I have not received any response. Therefore, I am writing this letter to you.

I am enclosing my Amazon receipt for the purchase (\$159.99 + tax) and the Asurion protection plan (3 years \$25.99), along with one of the many email exchanges with Shark.

I purchased the above-referenced cordless vacuum cleaner, which never worked correctly. After troubleshooting with one of your representatives, it still never worked correctly, so they sent me another handle/dust catcher (they sent the wrong color) and it STILL did not work correctly. I requested a total refund and they refused.

I have purchased numerous Shark products in the past, and this is the worst product you have made to date.

Please be advised this letter is to request a total refund, including the purchase of the protection plan, which totals \$197.17.

If I do not receive a full refund, I will file a lawsuit against your company to obtain the total amount of \$197.17.

Sincerely,

/s/ Tonya L. Groover

Tonya L. Groover

/tlg
Enclosures

SAVANNAH, GA 31419-2956
United States

Shipping Speed:
FREE Prime Delivery

Shipped on May 3, 2023

Items Ordered

1 of: *Shark WS632GNBRN WANDVAC System Ultra-Lightweight Powerful Cordless Stick Vacuum with Boost Mode, Charging Dock, Green* **Price** \$159.99

Sold by: Amazon.com Services LLC
Supplied by: Other

Condition: New

Shipping Address:

Tonya L. Groover
145 GREENBRIAR CT
SAVANNAH, GA 31419-2956
United States

Shipping Speed:
FREE Prime Delivery

+ 7% tax
\$171.18
+ 25.99 - Protection Plan
Total - \$197.17

Payment information

Payment Method:
Visa ending in 2144

Billing address
Tonya L. Groover
145 GREENBRIAR CT
SAVANNAH, GA 31419-2956
United States

Item(s) Subtotal: \$233.61
Shipping & Handling: \$0.00

Total before tax: \$233.61
Estimated tax to be collected: \$16.36

Grand Total: \$249.97

Credit Card transactions

Visa ending in 2144: May 3, 2023: \$249.97

To view the status of your order, return to [Order Summary](#).

[Conditions of Use](#) | [Privacy Notice](#) © 1996-2023, Amazon.com, Inc. or its affiliates

Asurion Protection Plan Terms and Conditions - Your Amazon Purchase is Protected

1 message

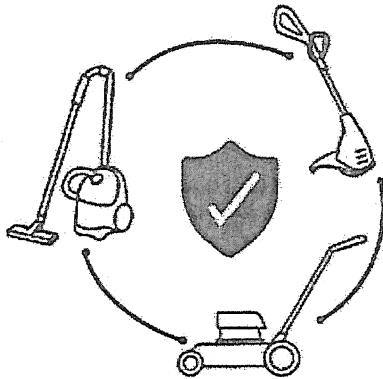
Asurion Protection Team <welcome@notifications.asurion.com>

Tue, May 2, 2023 at 7:50 PM

Reply-To: Asurion <reply-face11727760077c-83_HTML-379283235-514001813-91@notifications.asurion.com>

To: lilbitingeborgia@gmail.com

asurion



Welcome to your
Asurion Protection Plan.

No gotchas.
No gimmicks.
No grief.

Hello TONYA,

Welcome to your Asurion protection plan. Take a minute to learn about your plan.

Plan details.

Plan Description:

**ASURION 3 Year Floorcare Protection Plan
(\$150 - \$174.99)**

Plan Duration:

**36 MONTHS FROM EXPIRATION
OF THE MANUFACTURER'S
LABOR COVERAGE**

Order Number:

114-7329764-6907439

Purchase Date:

2023-05-02

For complete details, see your Terms and Conditions. This link contains a binding individual arbitration provision (except as otherwise provided by state law) you reviewed prior to purchase.

How it works.

For malfunctions covered by the manufacturer's warranty, Asurion will connect you to the manufacturer.



Tonya Groover <lilbitingeargia@gmail.com>

[Request received]

2 messages

Shark Clean US <support@sharkus.zendesk.com>
Reply-To: Shark Clean US <support+id12590543@sharkus.zendesk.com>
To: Tonya Groover <lilbitingeargia@gmail.com>

Sat, Jul 8, 2023 at 12:33 PM

Your request (12590543) has been received and is being reviewed.

To add additional comments, reply to this email.

This email is a service from Shark US. Delivered by Zendesk

[YWXTE2-VZMP]

Tonya Groover <lilbitingeargia@gmail.com>
To: Shark Clean US <support+id12590543@sharkus.zendesk.com>

Sat, Jul 8, 2023 at 12:37 PM

The Claim Number is: 12419337, which should contain all information for this issue.

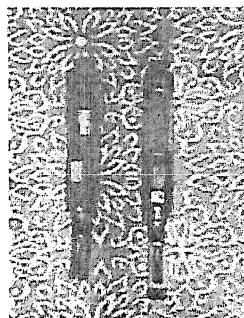
I was sent a BLACK one, when my unit is **GREEN**.

Also, the dust/dirt container was missing from the one sent to me. See attached photographs. The correct one (green with dust/dirt container) is on the right in the photos.

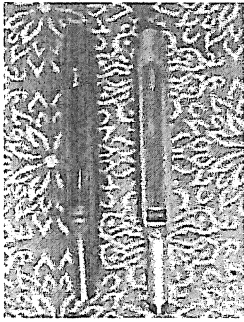
Please send the correct one, **GREEN, WITH DUST/DIRT CONTAINER ATTACHED**.

Tonya Groover
[Quoted text hidden]

2 attachments



20230708_122249.jpg
5869K



20230708_122302.jpg
5484K