

COMPLAINT

Danh Nguyen v. A-1 WORCESTER AIR CONDITIONING

6/20/2007
8:55:52 AM

Case # EC4F-854%
opened 5/23/2007 Bureau contact Angela Ford

Company

Name A-1 WORCESTER AIR CONDITIONING

ID 97040163

Member? yes

Address P O BOX 183911, ARLINGTON, TX 76006, Tarrant County

Contact ROBERT WORCESTER (OWNER)

Phone (817) 784-9230

FAX (817) 561-7772

Salesperson Owner Robert Worcester

Consumer
Contacted

Dates
Contacted

*new fax
817.230.4396*

Consumer

Name Danh Nguyen

Email [redacted]@hotmail.com

Address [redacted] Drive, Arlington, TX 76001

Daytime Phone [redacted]

Complaint

Product/Service Purchased Home AC Tune up

Purchase Date 5/16/2007

Purchase Value \$326.00

Disputed Value \$157.00

Payment Made Full

Payment Type Credit Card

Order Number 11809

Purchase Date 5/16/2007

Customer Version Cheating customer by replacing a non broken part (Dual Run Capacitor) without testing. This part has been previously tested good by 2 other service men. Over charged on the part since the cap is OEM part and cost less than \$20.00

Customer is Seeking Other
refund on the charge of the Capacitor replacement and return the original Capacitor.