

**From:** Anders, Sarah

**Sent:** Friday, February 22, 2019 3:46 PM

**To:** [REDACTED] >

**Subject:** Re: Public Records Request - Bennington Furniture

Dear Monica Pepin,

Attached, please find records in response to your public records act request dated February 19, 2019.

Personal contact and personal identifiable information has been redacted pursuant to 1 VSA 317(c)(7). If you feel information has been withheld in error, you may appeal directly to Deputy Attorney General Joshua Diamond.

Thank you,

Sarah Anders

Vermont Attorney General's Office  
Consumer Assistance Program

Consumer Assistance Program  
146 University Place  
Burlington VT 05405

Dec. 27 2016

JAN 05 2017

Dear Sir:

Thinking the steam heat treatment wouldn't kill the bed bugs in my son's infested Barre VT apt, we thought we'd have to replace his mattress + recliner, so, Nov 4/16 I called Bern. Furniture, told Roxie the situation, Roxie told me I had to put a deposit on the recliner, \$200. charged to my Visa card.

But, the steam heat treatment did kill the bugs + no need to replace anything. Nov 10/16 I called Roxie + cancelled the purchase, but, she kept my \$200. I was shocked + changed my Visa card # immediately.

Over the years we have bought 3 queen mattresses, 1 long twin mattress, foundation, frame, + recliner.

Nov 27/16 I get this bill from them for \$50. 646, owed on a chair I never bought.

I would like my \$200. refunded + be cleared of owing anything - on a chair I never bought.

Thank you:  
Milly Wells

P.S. in '74 - Between them keeping my \$200. + me paying for my son's move to a better apt.,

# BENNINGTON Furniture

A STYLE THAT'S ALL YOUR OWN

www.benningtonfurniture.com

Bennington Furniture  
 1371 Harwood Hill Rd  
 Bennington VT 05201  
 1-802-447-3212 Fax: 1-802-447-0360

MILLIE WELLS

BENNINGTON VT 05201

Phone:

Oth:

Email:

Invoice # 298567

Date: 11-04-2016

Salesperson: Roxie

Delivery Date:

Page 1 of 1

Qt.	Dprtmnt	Manf.	Item Number/Description	\$ Each	\$ Total	Comment
1	9 Inv.	BEST	9B14 21135 HAVANA BEAST RECLINER	799.00	799.00	BFL
<b>Total Before Tax</b>						<b>799.00</b>
1	Tax		Tax Rate -LOC 1	47.94	47.94	
1	1 Inv.	GUAR	DECLINE 5YR REPL PLAN	0.00	0.00	BFL
<b>Total After Tax</b>						<b>846.94</b>
Paid By MC/Visa						-200.94
<b>Balance Due This Invoice</b>						<b>646.00 DEPOSITS</b>

BENNINGTON FURNITURE  
 1371 HARWOOD HILL ROAD  
 BENNINGTON, VT 05201

11 04 2016

15:08:21

CREDIT CARD

VISA SALE

Card #

SEQ #:

Batch #:

INVOICE

Approval Code:

Entry Method:

Mode:

Card Code:

5

387

5

04632C

Manual

Online

M

*Will own it  
 M.W. 11/29/16*

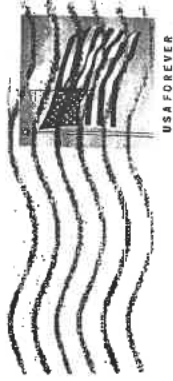
SALE AMOUNT

\$200.94

CUSTOMER COPY

I agree that the above invoice is correct and I have checked over the item numbers, fabric and or any other special order items as well as dimensions, and the order is correct as written. All Special and custom order items are subject to a 35% restocking fee and the remainder is store credit. Only store credits will be given on all returned or cancelled items. All floor models are sold "as shown" unless otherwise noted. There are no returns on floor models. Removal of the law label from your mattress, as well as any stains on your mattress will void your warranty. Multiple deliveries, or special delivery requirements (ex. going over a balcony) will result in additional delivery charges. Customer is responsible to measure doorways, room dimensions, etc. merchandise that does not fit into your home is subject to a 35% restocking fee and the remainder is store credit. there are no refunds.

MILLY WELLS WATERCOLORS  
One New Doors of Vision  
Burlington, VT 05201

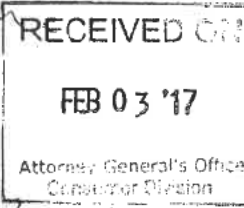


WHITE RIVER JUNCTION  
VT 050 2 T  
01 FEB 2017 PM

*Consumer Assistance Program  
109 State St.  
Montpelier, VT 05609*

*ATTN: Emily Garcia, Consumer Advisor*

Consumer Assistance Program  
Montpelier VT.



Milly Welby  
Benn. VT 05201

Dear T.J. Donovan, Jr. ATGen:  
+ Emily Garcia:

Kim, manager of Benn. Furniture credited \$200.  
to my credit card 1/23/17. I thank you so  
much, VT, takes good care of its people.

I hope other people in Benn. who have  
been exploited by Benn. Furniture or others,  
know there is help.

Thankyou Again:  
Milly Welby

Complaint Response Form (ID 127298).txt

From: [REDACTED].com  
Sent: Monday, January 23, 2017 3:19 PM  
To: Consumer  
Cc: [REDACTED]  
Subject: Complaint Response Form

Below is the result of your feedback form. It was submitted by  
[REDACTED] on Monday, January 23, 2017 at 15:19:18

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email: [REDACTED]

Complaint Number: 2017-00244

Responder: Business

Status: Resolved

Name: Mille Wells

Business Name: Bennington Furniture

Contact: 8024473212

Update: We have resolved this matter to the customers satisfaction.

Information Edit: 1371 Harwood Hill

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REMOTE\_ADDR: 73.89.48.24

HTTP\_USER\_AGENT: Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko)

Chrome/55.0.2883.87 Safari/537.36