

From: [AGO - CAP](#)
To: zog@turkestrauss.com
Subject: Public records request to the Vermont Attorney General re: The Vermont Teddy Bear Company d/b/a PajamaGram
Date: Friday, April 26, 2019 9:59:22 AM
Attachments: [Bevier Complaint_Redacted.pdf](#)
[Bland Complaint_Redacted.pdf](#)
[Commeau Complaint_Redacted.pdf](#)
[Dufresne Complaint_Redacted.pdf](#)
[Lime Complaint_Redacted.pdf](#)

Dear Zog Begolli,

Attached, please find records in response to your public records act request.

Personal contact and personal identifiable information has been redacted pursuant to 1 VSA 317(c) (7). In addition, to the extent a Complaint Specialist is a student, their name has been redacted pursuant to the Family Educational Rights and Privacy Act (FERPA). 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

Cadmin

Sent: Wednesday, August 03, 2011 9:24 PM
To: consumer@uvm.edu
Subject: Bevier- Consumer Complaint Form

Received at CAP

AUG 05 2011

Complaint #:
Date Scanned:

Below is the result of your feedback form. It was submitted by
([REDACTED]) on Wednesday, August 3, 2011 at 21:23:40

email: [REDACTED]

Name: Sally Bevier

Street: [REDACTED]

City: Tecumseh

State: Michigan

ZIP: 49286

Phone: [REDACTED]

Senior: No

Business Name: PajamaGram Company

Business Street: 6655 Shelburne Road

Business City: Shelburne

Business State: VT

Business ZIP: 05482

Business Phone: 888-518-2327

Business E-mail: IS5533_8358@is.instant-service.com

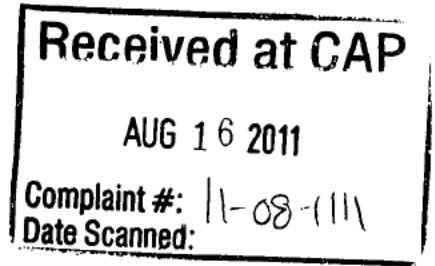
Complaint: I ordered a pajama set under PajamaGrams, perfect for petites section, received the pajamas in the mail and the pajamas are not petite at all, PajamaGram says that they do not offer petite sizes, they are falsely advertising that they offer pajamas to fit petites and they do not.

Relief Requested: I want my money back of \$69.97, not a gift certificate when they falsely advertising perfect for petites when they are not fitted for a petite person as I am. I cannot use a gift certificate when they don't offer actual petite sizes.

Found By: Internet

Cadmin

From: Mathew Chabot [REDACTED]
Sent: Monday, August 15, 2011 2:33 PM
To: consumer@uvm.edu
Cc: Mathew Chabot
Subject: customer complaint 11-08-1111
Attachments: 11-08-1111.doc



Good Afternoon!
Please find attached a copy of our reply letter to case # 111-08-1111-Bevier.
I have placed a copy in the mail as well.
Thank you, Matt

Mathew Chabot
Director- Customer and Employee Relations
Vermont Teddy Bear Co.
Pajamagram
Calyx Flowers
[REDACTED]

6655 Shelburne Rd
Shelburne, Vermont
05482
August 15, 2011

Consumer Assistance Program
146 University Place
Burlington, VT 05405
Re: Case # 11-08-1111

Dear Sir/Madam,

Thank you for forwarding the concern of our customer Sally Bevier.

We have credited the customers MasterCard account in full, pursuant to her request, effective August 15, 2011 2PM.

Attempts to contact the customer at her home phone # have not been productive, but I have left my name and direct phone extension for her to contact me. The same information has been sent to her e-mail address.

Please do not hesitate to contact me if I may be of assistance on this or any other matter.

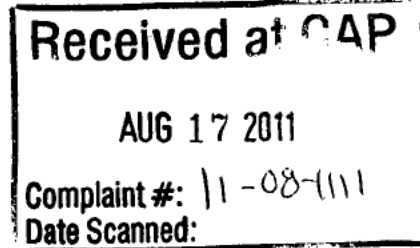
Sincerely,

Mathew Chabot
Director- Customer and Employee Relations
Vermont Teddy Bear and Sister Companies



6655 Shelburne Rd
Shelburne, Vermont
05482
August 15, 2011

Consumer Assistance Program
146 University Place
Burlington, VT 05405
Re: Case # 11-08-1111



Dear Sir/Madam,

Thank you for forwarding the concern of our customer Sally Bevier.

We have credited the customers MasterCard account in full, pursuant to her request, effective August 15, 2011 2PM.

Attempts to contact the customer at her home phone # have not been productive, but I have left my name and direct phone extension for her to contact me. The same information has been sent to her e-mail address.

Please do not hesitate to contact me if I may be of assistance on this or any other matter.

Sincerely,

Mathew Chabot
Director- Customer and Employee Relations
Vermont Teddy Bear and Sister Companies



Received at CAP
AUG 30 2011
Complaint #:
Date Scanned:

CONSUMER ASSISTANCE PROGRAM
146 UNIVERSITY PLACE
BURLINGTON, VT 05405-1750

Place
Stamp
Here

Complaint 11-08-1111 Business: Payama Gram Co

PLEASE FILL OUT THIS CARD AFTER ALLOWING THE BUSINESS 14 DAYS IN WHICH TO CONTACT YOU. THIS INFORMATION WILL HELP US TO DETERMINE WHAT FURTHER INVOLVEMENT IS NEEDED BY OUR OFFICE.

The business contacted me and resolved my complaint. Resolution/Dollar Amount:
I informed them that I will not be ordering any future products from a company that falsely suggest they sell Active Clothing.

The business contacted me but my complaint remains unresolved. Briefly Explain:

The business has not contacted me.

Need to contact us? Your Name: Sally BEVIER

Call us toll free in VT 800-649-2424 Mailing Address: _____
Tecumseh, mt 49086

Or e-mail us at: consumer@uvm.edu Daytime Phone: _____

E-Mail Address: _____

From: AGO CAP <ago.cap@vermont.gov>
Sent: Wednesday, April 19, 2017 2:39 PM
To: AGO - CAP
Subject: CAP Complaint
Attachments: VT_Bear.pdf

The following CAP complaint was submitted:

Your First Name	Beth
Your Last Name	Bland
Confirmation Number	WB17-00364
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Mailing Address	[REDACTED]
Your City	West Allis
Your State	WI
Your Zip Code	53219
Your Alternate Phone	[REDACTED]
Alternate Phone Type	Office
Is your complaint about:	An online retailer
Business Name or Person's First Name	Vermont Teddy Bear Co.
Business Phone (1)	802-985-3001
Phone (1) Type	Office
Business Phone (2)	800-988-8277
Phone (2) Type	Office
Business E-Mail Address	customerservice@vermontteddybear.com
Business Address	6655 Shelburne Road
Business City	Shelburne

Business State	VT
Business Zip Code	05482
Business Website/URL	vermontteddybear.com
Description	<p>Hello</p> <p>I recently purchased a teddy bear for my elderly aunt's birthday. She lives in Oregon. The package went UPS and then was transferred to the local post office. The post office left a delivery notice but not the package.</p> <p>Because of the runaround with the post office, the bear was not delivered for the better part of a week. It arrived in Medford (where my aunt lives) on April 12th.</p> <p>I alerted VTB when the package didn't arrive last Friday. Yesterday(April 18th) I received a call from my aunt stating she received two teddy bears.</p> <p>I contacted VTB again and they said the second bear was sent because the first didn't arrive and that I had to return the second bear.</p> <p>My aunt is sending the bear back to me via UPS. Because of her advanced age, this is not an easy task.</p> <p>I checked VTB's website for a return form and printed it off.</p> <p>Earlier today I sent two messages to VTB. One acknowledges the second bear is on its way back to me and the other concerns return postage.</p> <p>We didn't ask for the second bear so I'm unclear why my aunt in Oregon and me in Wisconsin are responsible for return postage.</p> <p>VTB says the second bear should have been refused when it was delivered. My aunt wasn't home when the bears were delivered--a neighbor accepted the boxes.</p> <p>The cost to her to ship it to me, my cost to ship it to Vermont, and my cost to reimburse my aunt are going to cost as much as the bear itself.</p> <p>VTB is a good company. I've done business with them before and I'm hoping we can come to a conclusion agreeable to everybody.</p>
How would you like this matter to be resolved?	Either I keep the second bear or we don't have to pay return postage
Incident Date	4/18/2017 12:00:00 AM



Beth Bland

RE: Web-form 'Contact Vermont Teddy Bear' submitted

3 messages

customerservice@vermontteddybear.com <customerservice@vermontteddybear.com> Tue, Apr 18, 2017 at 5:51 PM
To: [REDACTED]

Hi Beth,

We reshipped the bear, you were only charged for one. One of them they will need to return to us. From previous notes it was to be refused if two came. You can go on line to vermontteddybear.com and print off a return label and you will not be charged for it. The post office must have held it up and then delivered.

Karan, Customer Service

Vermont Teddy Bear

From: [REDACTED]
Sent: 2017-04-18T22:46:29.000Z
To: customerservice@vtbear.com
Subject: RE: Web-form 'Contact Vermont Teddy Bear' submitted

Hello

My recipient has TWO bears. There should have only been one.

Can we confirm I was only charged for one?

Thanks

On Apr 17, 2017 9:39 AM, <customerservice@vtbear.com> wrote:

Dear Beth,

Thank you for your inquiry. This is a confirmation that the complimentary re-shipment of your order has been processed. Delivery is scheduled for 4/18/2017. Using Only United Parcel Service. We assure you that no extra charges were applied to your credit card. We use a dual service with UPS and USPS to deliver some of our Ground shipments, but our overnight and two-day shipping is strictly UPS. The original package can be returned to sender from the Post Office it is currently located at and hopefully this next re-shipment gets to your recipient without any hiccups!

If we may be of any further assistance, please write back or call us at [1-800-988-8277](tel:1-800-988-8277). We appreciate your business and thank you for choosing Vermont Teddy Bear Company!

Sincerely,
Turza
Customer Service Representative
Vermont Teddy Bear Company

From: [REDACTED]
Sent: 2017-04-17T14:27:24.000Z
To: customerservice@vermontteddybear.com
Subject: Web-form 'Contact Vermont Teddy Bear' submitted

To: customerservice@vermontteddybear.com

One other thought if I might...

I understand why the second bear was sent. It was because the first didn't arrive and now my recipient has two bears. One is on its way back to me (via UPS).

I understand that the second bear should go back to you. I'm not questioning that.

My question is why I have to pay return postage for the second bear. Its journey from Oregon to Wisconsin costs \$20 plus the cost to get it from Wisconsin to Vermont.

By my math, the expense to return it to you and reimburse my recipient will cost as much as the bear itself.

I look forward to hearing from you on this issue.

[Quoted text hidden]

041917 Bland (ID 139223).txt

From: Beth Bland [REDACTED]
Sent: Wednesday, April 19, 2017 2:45 PM
To: Consumer
Subject: Re: CAP Complaint Confirmation

In addition, it's my understanding there is no documentation in the box. No packing slip, no return instructions, just the bear.

On Wed, Apr 19, 2017 at 1:39 PM, <consumer@uvm.edu> wrote:
The Form was submitted, this is the list of values it contained.

Your First Name
Beth
Your Last Name
Bland
Confirmation Number
WB17-00364
Your E-Mail Address
[REDACTED]
Your Daytime Phone
[REDACTED]
Daytime Phone Type
Mobile
Your Age

I am a...
What is the name of your business?

Your Mailing Address
[REDACTED]
Your City
West Allis
Your State
WI
Your Zip Code
53219
Your Alternate Phone
[REDACTED]

Alternate Phone Type
Office
Is your complaint about:
An online retailer
Business Name or Person's First Name
Vermont Teddy Bear Co.
Person's Last Name

Business Phone (1)
802-985-3001

Phone (1) Type

Office

Business Phone (2)

800-988-8277

Phone (2) Type

Office

Business E-Mail Address

customerservice@vermontteddybear.com

Business Address

6655 Shelburne Road

Business City

Shelburne

Business State

VT

Business Zip Code

05482

Business Website/URL

vermontteddybear.com

Is your complaint about a vehicle you purchased?

What is the year of your vehicle?

What is the make and model of your vehicle?

Is the vehicle new or used?

Where did the vehicle receive its last state inspection?

Inspection sticker number, date and color:

When was the vehicle purchased?

What was the purchase price?

Vehicle mileage at time of purchase:

Current mileage on the vehicle:

Did you receive a Buyer's Guide document with the vehicle?

Which of the following apply to the vehicle?

Description

Hello

I recently purchased a teddy bear for my elderly aunt's birthday. She lives in Oregon.

The package went UPS and then was transferred to the local post office. The post

office
left a delivery notice but not the package.

Because of the runaround with the post office, the bear was not delivered for the better part of a week. It arrived in Medford (where my aunt lives) on April 12th.

I alerted VTB when the package didn't arrive last Friday. Yesterday(April 18th) I received a call from my aunt stating she received two teddy bears.

I contacted VTB again and they said the second bear was sent because the first didn't arrive and that I had to return the second bear.

My aunt is sending the bear back to me via UPS. Because of her advanced age, this is not an easy task.

I checked VTB's website for a return form and printed it off.

Earlier today I sent two messages to VTB. One acknowledges the second bear is on its way back to me and the other concerns return postage.

We didn't ask for the second bear so I'm unclear why my aunt in Oregon and me in Wisconsin are responsible for return postage.

VTB says the second bear should have been refused when it was delivered. My aunt wasn't home when the bears were delivered--a neighbor accepted the boxes.

The cost to her to ship it to me, my cost to ship it to Vermont, and my cost to reimburse my aunt are going to cost as much as the bear itself.

VTB is a good company. I've done business with them before and I'm hoping we can come to a conclusion agreeable to everybody.

Amount of loss:

How would you like this matter to be resolved?

Either I keep the second bear or we don't have to pay return postage

Please list any documents you have available related to this complaint (and attach copies

at the end of this form, or mail/fax them to us)

Please list the dates, amounts, transaction reference numbers and locations for each wire

transfer you sent by Western Union as a result of a scam.

Incident Date

Bland, Beth (Vermont Teddy Bear Co.) CAP 2017-02926 (ID 141205).txt
From: AGO - CAP
Sent: Friday, May 12, 2017 4:58 PM
To: [REDACTED]
Subject: Bland, Beth (Vermont Teddy Bear Co.) CAP 2017-02926
Attachments: Re{3} Bland, Beth (Vermont Teddy Bear Co.) #2017-02926 (ID 140093).txt

May 12, 2017

Vermont Teddy Bear Company
6655 Shelburne Road
Shelburne, VT 05482-6500
Re: 2017-02926

Beth Bland
[REDACTED]

West Allis, WI 53219

Dear Sir/Madam:

Attached please find updates from the consumer regarding the above-noted complaint. Please

review the attachment and then respond directly to the consumer regarding the proposed

resolution. We also ask that you send a written update to our office as to the status of the complaint.

Thank you for prompt attention.

Sincerely,

Crystal Baldwin
Consumer Advisor

Mailing Address:
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

EMAIL: ago.cap@vermont.gov
PH: (802) 656-3183 or (800) 649-2424 (toll free from VT phone)
FAX: (802) 304-1014

Complaint Response Form (ID 139245).txt

From: [REDACTED]
Sent: Friday, April 21, 2017 2:38 PM
To: Consumer
Cc: [REDACTED]
Subject: Complaint Response Form

Below is the result of your feedback form. It was submitted by
([REDACTED]) on Friday, April 21, 2017 at 14:37:54

email: [REDACTED]

Complaint Number: 2017-02926

Responder: Business

Status: Resolved

Name: Beth Bland

Business Name: Vermont Teddy Bear Co.

Update: As the email correspondence stated between our customer service agent and the customer, the customer just needed to go to our website to obtain a pre-paid return label so they did not need to pay to send the item back to us. We have emailed Beth with a pre-paid return label so she could send the additional product back. The product was sent as the customer stated that the recipient did not receive the first bear. In good faith, we sent another order at no charge and are now just asking the customer to send back the duplicate product as they received both shipments.

REMOTE_ADDR: 67.217.121.162
HTTP_USER_AGENT: Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.133 Safari/537.36

FW{3} Bland, Beth (Vermont Teddy Bear Co.) 2017-02926 (ID 139546).txt
From: AGO - CAP
Sent: Tuesday, April 25, 2017 11:30 AM
To: [REDACTED]
Subject: FW: Bland, Beth (Vermont Teddy Bear Co.) 2017-02926
Attachments: Complaint Response Form (ID 139245).txt

Dear Beth,
I have included below the email that we sent to Vermont Teddy Bear Company in regards to your update. Please wait 10 business days to send our office a written update as to the status of your complaint.
You may respond using the online response form located on our website: uvm.edu/consumer or by submitting a written response through email to ago.cap@vermont.gov or mail to 109 State Street, Montpelier, Vermont 05609-1001. Please reference your complaint number in your response.
Thank you,

[REDACTED]
Consumer Advisor

From: AGO - CAP
Sent: Tuesday, April 25, 2017 11:26 AM
To: [REDACTED]
Subject: Bland, Beth (Vermont Teddy Bear Co.) 2017-02926

April 25, 2017

Vermont Teddy Bear Company
6655 Shelburne Road
Shelburne, VT 05482-6500
Re: 2017-02926
Beth Bland

[REDACTED]
West Allis, WI 53219

Dear Sir/Madam:
Our records show that you have responded to the above-noted complaint, yet this matter remains unresolved.
We ask that you respond directly to this office as to the steps you have taken to resolve this matter.
Thank you for prompt attention.

Sincerely,

FW(2) Pland, Beth (Vermont Teddy Bear Co.) 2017-02926 (ID 139546).txt

Consumer Advisor

Vermont Attorney General's Office
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Phone: (800) 649-2424 (802) 656-3183
Website: www.uvm.edu/consumer
Email: ago.cap@vermont.gov

Re{3} Bland, Beth (Vermont Teddy Bear Co.) #2017-02926 (ID 140093).txt
From: Beth Bland <[REDACTED]>
Sent: Monday, May 01, 2017 12:05 PM
To: AGO - CAP
Subject: Re: Bland, Beth (Vermont Teddy Bear Co.) #2017-02926

OR. . . .

If we agree to a credit, how about I keep the bear and pay for it minus the store credit?

If not, that's fine.

On Mon, May 1, 2017 at 8:24 AM, Beth Bland <[REDACTED]> wrote:
Good morning

I was finally able to open the attachment. I suppose we could take the store credit they are offering on a future purchase and "eat" the \$17.

If this is agreeable to VTB, please let me know and I will return the bear using their label some time this week..

Beth

On Fri, Apr 28, 2017 at 12:37 PM, AGO - CAP <AGO.CAP@vermont.gov> wrote:
April 28, 2017

Beth Bland
[REDACTED]

West Allis, WI 53219

Re: 2017-02926

Dear Beth Bland:

Enclosed is a copy of recent correspondence we have received from the business named in your complaint. Please review and provide a written update on your complaint at your earliest convenience.

Thank you.

Sincerely,

[REDACTED]
Consumer Advisor

Vermont Attorney General's Office
Consumer Assistance Program

Re{3} Bland, Beth (Vermont Teddy Bear Co.) #2017-02926 (ID 140093).txt
109 State Street
Montpelier, VT 05609-1001

Phone: (800) 649-2424, (802) 656-3183
Website: www.uvm.edu/consumer
Email: ago.cap@vermont.gov

Re{3} Bland, Beth (Vermont Teddy Bear Co.) #2017-02926 (ID 140057).txt
From: Beth Bland <[REDACTED]>
Sent: Monday, May 01, 2017 9:24 AM
To: AGO - CAP
Subject: Re: Bland, Beth (Vermont Teddy Bear Co.) #2017-02926

Good morning

I was finally able to open the attachment. I suppose we could take the store credit they are offering on a future purchase and "eat" the \$17.

If this is agreeable to VTB, please let me know and I will return the bear using their label some time this week.

Beth

On Fri, Apr 28, 2017 at 12:37 PM, AGO - CAP <AGO.CAP@vermont.gov> wrote:
April 28, 2017

Beth Bland
[REDACTED]
West Allis, WI 53219

Re: 2017-02926
Dear Beth Bland:
Enclosed is a copy of recent correspondence we have received from the business named in your complaint. Please review and provide a written update on your complaint at your earliest convenience.
Thank you,
Sincerely,

[REDACTED]
Consumer Advisor

Vermont Attorney General's Office
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Phone: (800) 649-2424, (802) 656-3183
Website: www.uvm.edu/consumer
Email: ago:cap@vermont.gov

Re{3} Bland, Beth (Vermont Teddy Bear Co.) #2017-02926 (ID 140948).txt
From: Beth Bland <[REDACTED]>
Sent: Monday, May 08, 2017 11:55 AM
To: AGO - CAP
Subject: Re: Bland, Beth (Vermont Teddy Bear Co.) #2017-02926

Any update? It's been a week by my count.
Thanks, Beth

On Mon, May 1, 2017 at 11:04 AM, Beth Bland <[REDACTED]> wrote:
OR.

If we agree to a credit, how about I keep the bear and pay for it minus the store credit?

If not, that's fine.

On Mon, May 1, 2017 at 8:24 AM, Beth Bland <[REDACTED]> wrote:
Good morning

I was finally able to open the attachment. I suppose we could take the store credit they are offering on a future purchase and "eat" the \$17.

If this is agreeable to VTB, please let me know and I will return the bear using their label some time this week.

Beth

On Fri, Apr 28, 2017 at 12:37 PM, AGO - CAP <AGO.CAP@vermont.gov> wrote:
April 28, 2017

Beth Bland
[REDACTED]
West Allis, WI 53219

Re: 2017-02926

Dear Beth Bland:

Enclosed is a copy of recent correspondence we have received from the business named in your complaint. Please review and provide a written update on your complaint at your earliest convenience.

Thank you.

Sincerely,

[REDACTED]
Consumer Advisor

Re{3} Bland, Beth (Vermont Teddy Bear Co.) #2017-02926 (ID 140948).txt

Vermont Attorney General's Office
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Phone: (800) 649-2424, (802) 656-3183
Website: www.uvm.edu/consumer
Email: ago.cap@vermont.gov

Re{3} Bland, Beth (Vermont Teddy Bear Co.) CAP 2017-02926 (ID 141242).txt
From: Jessica Macintire <[REDACTED]>
Sent: Monday, May 15, 2017 10:46 AM
To: AGO - CAP
Subject: Re: Bland, Beth (Vermont Teddy Bear Co.) CAP 2017-02926

Dear Crystal,

We reached out to the customer via email and let her know that either resolution she has just come up with is acceptable to us. She can either keep the bear and pay for it (minus the store credit of \$17.00 we offered her) or she can send it back and we will issue her a \$17.00 store credit upon its return.

On Fri, May 12, 2017 at 4:58 PM, AGO - CAP <AGO.CAP@vermont.gov> wrote:
May 12, 2017

Vermont Teddy Bear Company
6655 Shelburne Road
Shelburne, VT 05482-6500
Re: 2017-02926

Beth Bland
[REDACTED]

West Allis, WI 53219

Dear Sir/Madam:

Attached please find updates from the consumer regarding the above-noted complaint. Please

review the attachment and then respond directly to the consumer regarding the proposed resolution. We also ask that you send a written update to our office as to the status of the complaint.

Thank you for prompt attention.

Sincerely,

Crystal Baldwin
Consumer Advisor

Mailing Address:
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

EMAIL: ago.cap@vermont.gov
PH: (802) 656-3183 or (800) 649-2424 (toll free from VT phone)

Re{3} Bland, Beth (Vermont Teddy Bear Co.) CAP 2017-02926 (ID 141242).txt
FAX: (802) 304-1014

--

Jessi MacIntire
Ext: [REDACTED]
Customer Service Manager
Vermont Teddy Bear Company

Re{3} Bland, Beth (Vermont Teddy Bear Co.) CAP Matter# 2017-02926 (ID 139309).txt
From: Beth Bland <[REDACTED]>
Sent: Monday, April 24, 2017 1:48 PM
To: AGO - CAP
Subject: Re: Bland, Beth (Vermont Teddy Bear Co.) CAP Matter# 2017-02926

The bear has arrived BUT I'm going to hold onto it until we resolve the \$17 question.

Thanks,

Beth

On Sat, Apr 22, 2017 at 12:05 PM, Beth Bland <[REDACTED]> wrote:
Thank you for your message. A return label has been provided. We're just waiting for the bear to get here from Oregon.

I had one thought. Is there any way for my elderly aunt to be reimbursed for the cost to get the bear to me?

Beth Bland

On Apr 21, 2017 11:11 AM, "AGO - CAP" <AGO.CAP@vermont.gov> wrote:

April 21, 2017

Beth Bland

[REDACTED]
West Allis, WI 53219

Re: 2017-02926 Business: Vermont Teddy Bear Company

Dear Beth Bland:


Thank you for contacting us with your complaint. We have sent a copy to the business asking it to contact you within 7 days to resolve this problem. We have also asked the business to notify us of the action it takes. Your complaint and the business response will become part of our public record for six years. It is our experience that two of every three complaints are successfully resolved through this procedure. In 14 days, please update us on the complaint status by using the Online Response Form on our website, uvm.edu/consumer, or submit a written response. Please note, upon receipt of your update we may do one of the following:

1. If you indicate that your complaint was resolved, we will close the file accordingly.

Re{3} Bland, Beth (Vermont Teddy Bear Co.) CAP Matter# 2017-02926 (ID 139309).txt

2. If you indicate that the business has not contacted you, we will contact the business again on your behalf.
3. If you indicate that the business contacted you but your complaint remains unresolved, the action we take will depend in great part on the business response. If the response is unsatisfactory, we may pursue this matter further. If your complaint is not appropriate for further action on our part, we may refer you to small claims court or suggest that you consult a private attorney.

Thank you for bringing your complaint to our attention.
Sincerely,


Consumer Advisor

Vermont Attorney General's Office
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Phone: (800) 649-2424, (802) 656-3183
Website: www.uvm.edu/consumer
Email: ago.cap@vermont.gov

Re{3} Bland, Beth (Vermont Teddy Bear Co.) CAP VT Complaint #2017-02926 (ID 141779).txt
From: Beth Bland <[REDACTED]>
Sent: Monday, May 22, 2017 1:30 PM
To: AGO - CAP
Subject: Re: Bland, Beth (Vermont Teddy Bear Co.) CAP VT Complaint #2017-02926

Thanks for your message. We resolved the issue last week.

Beth

On Mon, May 22, 2017 at 12:29 PM, AGO - CAP <AGO.CAP@vermont.gov> wrote:

Re: 2017-02926

Dear Beth Bland:

Enclosed is a copy of a letter from the business named in your complaint. According to the letter a proposal has been offered which may solve your dispute. At this juncture we have closed your file under a "resolved" status, however if you wish to dispute the terms of the agreement, please contact our office in writing.

If you have any further questions or if we can be of service in the future, please contact us again.

Thank you.

Sincerely,

[REDACTED]
Consumer Advisor

Vermont Attorney General's Office
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Phone: (800) 649-2424 (802) 656-3183

Website: www.uvm.edu/consumer

Email: ago.cap@vermont.gov

12-02-1221-021612-Commeau2.txt

infliction upon my emotional distress or at least refund \$145 as they originally agreed. I have also notified the Mustang Group Board of Directors.

Found By: package

12-02-1221-021612-Commeau.txt

From: Microsoft Office User []
Sent: Tuesday, February 14, 2012 9:20 PM
To: consumer@uvm.edu
Subject: Vermont Teddy Bear Company/Pajama Gram

Good Day Vermont AG,

I called the VTB/Pajama gram customer service representative about one of two issues; main concern now was the product made me itch then a rash.

The customer service agent was unconcerned and made a guarantee the product is chemical free; yet package states made in China. Not sure what their inspection process is. However, their Website and company statement is "we want you to be 100% satisfied." Contrary to their written statements I experienced dissatisfaction that constitutes complaint to the AG's office.

I was told yes, they would refund a portional amount and then later sent an email note not honoring their verbal or guarantee.

The calculations/figures the agent stated were inconsistent because she had no calculator, I was denied to speak to a supervisor and insulted as well. The product does not meet perhaps "safe" requirements; I'm not an expert, but with a concern and disconcern of the company; I notified the Mustang Group Board of directors since the VTB company is not honoring their advertised guarantee.

Their verbal agreements are inconsistent and changed from a refund to a store credit only. The representative's name is Jen, 2/14/2012 approximately 5:15pm.

Please advise.

Sincerely,

Marcia Commeau

Chandler, AZ 85224

12-02-1221-022812b-np.txt

Sent: Tuesday, February 28, 2012 3:00 PM
To: consumer@uvm.edu
Subject: Complaint Response Form 12-02-1221

Below is the result of your feedback form. It was submitted by
(on Tuesday, February 28, 2012 at 15:00:15

email:

Complaint Number: 12-02-1221

Responder: Business

Status: Resolved

Name: Marcia Commeau

Business Name: Vermont Teddy Bear/ Pajamagram

Contact: Cullen Johnson 1-802-985-3001

Update: On 2/15/12 after this complaint was filed; we received an additional contact from the customer via email regarding order #8666801.

One of our other supervisors; Carol D., personally called the customer back to offer this resolution:

(The following is a snippet of her notes.)

"(I assured her that we would) confirm that once we receive the product back we would be issuing a credit of \$135.97 - the amount paid minus pza (personalization) and shipping. She asked that I email this to her. She would also like for us to check the product when we get it back because it caused her to break out in a rash. I let her know that I will pass this information onto our Quality Assurance team."

We sent out an email explaining this resolution as stated. To date we have not yet received the product back. We did mail the customer a pre-paid label to expedite the process.

Our VP of operations was also prompted to contact this customer and was satisfied with the resolution.

REMOTE_ADDR: 64.222.72.126

HTTP_USER_AGENT: Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 5.1;

Trident/4.0; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.04506.648;

12-02-1221-022812b-np.txt

.NET CLR 3.5.21022; InfoPath.1; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729;
.NET4.0C; .NET4.0E)

011317 Dufresne (ID 127308).txt

From: consumer@uvm.edu
Sent: Thursday, January 12, 2017 2:31 PM
To: AGO - CAP
Subject: The Form '' was submitted
Attachments: Pajama_Mail_Return_Receipt.pdf

The Form ' was submitted, this is the list of values it contained.

Your First Name

Joseph

Your Last Name

Dufresne

Your E-Mail Address

Your Davtime Phone

Daytime Phone Type

Mobile

Your Age

I am a...

Your Mailing Address

Your City

Holden

Your State

MA

Your Zip Code

01520

Your Alternate Phone

Alternate Phone Type

Office

Did you call CAP and receive a reference number? If so, please enter it here:

Business Name or Person's First Name

The Pajagram Company

Person's Last Name

Business Phone (1)

(888) 518-2327

Phone (1) Type

Office

Business Phone (2)

Phone (2) Type

Business E-Mail Address

Business Address
6655 Shelburne Road
Business City
Shelburne
Business State
VI
Business Zip Code
05482

Business Website/URL
www.pajamgram.com

Is your complaint about:
An online retailer

Is your complaint about a vehicle you purchased?

What is the year of your vehicle?

What is the make and model of your vehicle?

Is the vehicle new or used?

Where did the vehicle receive its last state inspection?

Inspection sticker number, date and color:

When was the vehicle purchased?

What was the purchase price?

Vehicle mileage at time of purchase:

Current mileage on the vehicle:

Did you receive a Buyer's Guide document with the vehicle?

Which of the following apply to the vehicle?

Description

I purchased a pair of pajamas for my wife. I spoke with them on 12/28/16, followed their instructions, used their form and returned them to either exchange or refund, according to the USPS they were received by the business on 12/31/16, and to date I am unable to contact them by e-mail, phone or by their chat line to understand the status. I am not certain if they are still in business, or if their communication system has collapsed.

Amount of loss:

011317 Dufresne (ID 127308).txt

\$82.98

How would you like this matter to be resolved?

A refund or exchange

Please list any documents you have available related to this complaint (and attach copies at

the end of this form, or mail/fax them to us)

Incident Date

1/12/2017 12:00:00 AM

Attachment

/media/forms/upload/Form_0eb9ce2a-ffed-441c-9a23-b2b1dbe518e3/29dcea4a-55e0-4e6a-90d5-0c89b1d54b10/Pajama_Mail_Return_Receipt.pdf

Re{3} VT Consumer Complaint 2017-00479 (ID 127450).txt

From: Joe Dufresne,
Sent: Friday, January 27, 2017 7:28 AM
To: AGO - CAP
Subject: Re: VT Consumer Complaint 2017-00479

Ms. Garcia,
The business has refunded our purchase and the case can now be closed. Thanks for your assistance in this matter.

Joseph Dufresne

From: AGO - CAP <AGO.CAP@vermont.gov>
To: "i"
Sent: Tuesday, January 24, 2017 2:37 PM
Subject: VT Consumer Complaint 2017-00479

January 24, 2017

Joseph Dufresne

Holden, MA 01520

Re: 2017-00479 Business: Pajama Gram Co.

Dear Joseph Dufresne:

Thank you for contacting us with your complaint. We have sent a copy to the business asking it to contact you within 7 days to resolve this problem. We have also asked the business to notify us of the action it takes. Your complaint and the business response will become part of our public record for six years. It is our experience that two of every three complaints are successfully resolved through this procedure.

In 14 days, please update us on the complaint status by using the Online Response Form on our website, uvm.edu/consumer, or submit a written response. Please note, upon receipt of your update we may do one of the following:

1. If you indicate that your complaint was resolved, we will close the file accordingly.
2. If you indicate that the business has not contacted you, we will contact the business again on your behalf.
3. If you indicate that the business contacted you but your complaint remains unresolved, the action we

Re{3} VT Consumer Complaint 2017-00479 (ID 127450).txt

take will depend in great part on the business response. If the response is unsatisfactory,

we may pursue this matter further. If your complaint is not appropriate for further

action on our part, we

may refer you to small claims court or suggest that you consult a private attorney.

Thank you for bringing your complaint to our attention.

Sincerely,

Emily Garcia
Consumer Advisor

Consumer Assistance Program
Vermont Attorney General's Office
146 University Place
Burlington, VT 05405

Phone: (802) 649-2424 (802) 656-3183
Website: www.uvm.edu/consumer
Email: consumer@uvm.edu

Cadmin

From: Art [REDACTED]
Sent: Wednesday, February 16, 2011 3:01 PM
To: consumer@uvm.edu
Subject: Fw: sales transaction with pajama gram company

Received at CAP

FEB 18 2011

Complaint #:
Date Scanned:

----- Forwarded Message -----

From: "Longe, Paula" <Paula.Longe@state.vt.us>
To: Art <[REDACTED]>
Sent: Wed, February 16, 2011 1:31:53 PM
Subject: RE: sales transaction with pajama gram company

Dear Mr. Lime:

Thank you for your email.

Vermont's sales tax is 6% however some localities charge a tax separate from the state tax.

You can dispute the transaction by following the instructions on the back of your credit card statement. In addition, you may wish to file a complaint with the Vermont Office of Attorney General. Their address and telephone number is listed below.

Office of the Attorney General
Consumer Assistance Program
104 Morrill Hall-UVM
Burlington, VT 05405-0106
(800) 649-2424
email: consumer@uvm.edu

Sincerely,
Paula A. Longe
Banking Consumer Services Specialist

From: Art [mailto:[REDACTED]]
Sent: Tuesday, February 15, 2011 10:10 AM
To: BISHCA - BnkConsumer
Subject: sales transaction with pajama gram company

to whom it may concern:

i recently purchased some articles from pajama gram company in your state. i made this purchase via phone and used my credit card. i received a confirmation number and receipt via e mail , number 244687. several days later i notice that the amount charged is 129.89. this is higher than the 119.99 on my confirmation and agreed to pricing when i phoned in the order. i complained to the store and they said they are required to charge sales taxes. i have no problem paying the taxes on my purchase but it is not on my receipt and i was never contacted re guarding charging my credit card a higher amount. is this allowed in your state?? is it legal. if

so i guess they could take your card and charge what ever they want to it and be home free!!
doesn't seem right to me but maybe you have a better explanation. thank you!!

arthur lime



irmo,sc 29063





Received at CAP

MAR 08 2011

Complaint #: 11-02-1266
Date Scanned:

4 March,2011

Consumer Assistance Program
103B Morrill Hall-UVM
Burlington, VT 05405

Re: 11-02-1266

Dear Sirs,

I have spoken with Arthur Lime regarding his concern with charges to his account in relation to his Pajamagram purchase.

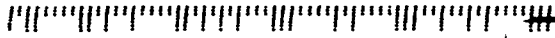
As the customer has returned the product for full refund (in process) there is no additional action required on our behalf and the issue is closed to the satisfaction of the customer.

Thank you.

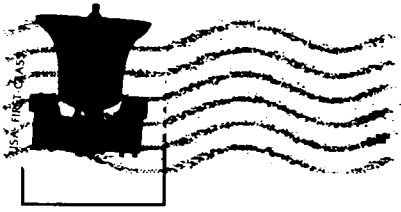
Sincerely,

Matthew Chabot
Director of Customer and Employee Relations
Vermont Teddy Bear
Pajamagram
Calyx Flowers

Cc:file



CONSUMER ASSISTANCE PROGRAM
146 UNIVERSITY PLACE
BURLINGTON, VT 05405-1750



Received at CAP
MAR 15 2011
Complaint #: 11-02-1266
Date Scanned:

Complaint: 11-02-1266 Business: Pajama Gram Co.

PLEASE FILL OUT THIS CARD AFTER ALLOWING THE BUSINESS 14 DAYS IN WHICH TO CONTACT YOU. THIS INFORMATION WILL HELP US TO DETERMINE WHAT FURTHER INVOLVEMENT IS NEEDED BY OUR OFFICE.

<input checked="" type="checkbox"/>	The business contacted me and resolved my complaint. Resolution/Dollar Amount: <u>No Dollar Resolved. They are checking out + the Reason for my problem</u>
<input type="checkbox"/>	The business contacted me but my complaint remains unresolved. Briefly Explain: _____
<input type="checkbox"/>	The business has not contacted me.

Need to contact us?	Your Name: <u>ARTHUR LIND</u>
Call us toll free in VT	Mailing Address: _____
800-649-2424	_____
Or e-mail us at:	Daytime Phone: _____
consumer@uvm.edu	E-Mail Address: _____