

# *Alliance for Consumer Protection, Beaver County*

*" ACP ⇄ Your Consumer Key"*

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**DISCLAIMER** – THIS INFORMATION IS THE RESULT OF ONE CASE/ SITUATION. ACP ENCOURAGES YOU AS A CONSUMER TO MAKE YOUR OWN DECISIONS. We also, encourage you to further research companies prior to doing business with them.

**Date complaint was opened:** May 12, 2104

**Date complete was closed:** June 30, 2014

**Company complaint is against:**

Kay's Jewelers  
Beaver Valley Mall  
Monaca, PA 15061  
724-775-7220

**Summary of complaint:**

Client reported poor customer service and rude comments from the Manager Brenda. When client took her diamond ring in to the store to have it cleaned and checked, the manager would repeatedly comment about the poor value of the ring. Client had an appraisal for the ring that the manager disagreed with. These comments upset the client greatly and asked for the manager to not make further comments.

**Resolution:**

ACP contacted the store and received no response.

ACP sent letter to the corporate office to inform them of the situation and ask for future servicing of the ring to be more professional. No response was received.

Client has since reported that the comments have stopped from the manager.

**ACP Recommends:**

*Member, Beaver County Chamber of Commerce*

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