

Alliance for Consumer Protection, Beaver County

" ACP → Your Consumer Key"

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

Date complaint was opened: March 3, 2014

Date complete was closed: April 10, 2014

Company complaint is against:

Buck Stove
Old Brodhead Road
Monaca, PA 15061
724-728-2422

Summary of complaint:

In 2012, a wood burning stove was purchased. Home Owner had made several repair calls for broken handle, electric switch turning off, and door opening on its own. Buck Stove made the repairs as requested. Owner would like a new stove due to the issues for the past 2 years.

Resolution:

ACP contacted Busk Stove. Buck Stove agreed to replace the wood burning stove with another of same value. Owner wanted to upgrade the stove. Buck stove agreed to upgrade with the owner paying the difference in cost for stove. Labor would not be charged.

ACP recommends:

Filing a complaint

Member, Beaver County Chamber of Commerce

The ACP is funded in part by the PA Department of Community and Economic Development and material support is provided by the Beaver County Board of Commissioners