

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 research companies prior to doing business with them.

Date complaint was opened: January 8, 2014

Date complete was closed: January 9, 2014

Company complaint is against:

Miller's Cleaners
2473 Brodhead Road
Aliquippa, PA 15001

Summary of complaint:

Customer brought a Nautical wool overcoat to Miller's Cleaners for cleaning in July 2013. In December 2013, customer took the coat out of the bag and found it was not his Nautical Wool over coat. He contacted Miller's Cleaners to discuss the issue. The wrong coat was returned to Miller's Cleaners. Customer was upset that no compensation was given for the lost over coat.

Resolution:

ACP contacted Miller's Cleaners and spoke to the owner, Tom. He offered to compensate the customer for the over coat that was misplaced. \$80 refund was made after finding the same coat online.

ACP recommends:

Filing a complaint

Member, Beaver County Chamber of Commerce

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