

Notice of Intent

From: Ted Johnson
115 Moore Street
Bennettsville, S.C. 29512

To: Badcock & more
Home Furniture, PO Box 724
Malberry FL 33860

To Whom It May Concern,

This letter is a notice of intent to file a claim against Badcock with small claims court in Bennettsville, S.C. 29512 after a 30 day period starting with the date of this letter unless Badcock meet my request, that is to refund me the money that I paid or made payments on in regards to a lawn Mower that I purchased with this company under model # AR500N215H. Or replace said above push lawn Mower with a new one for the following reasons:

The history of this claim (found under ref # 190427-000782 and claim # 996281 done on 8-9-2019) began around the start of this year when the grass began to grow and when I went to use said mower it would not start. I then went to Badcock in Bennettsville and was informed for the first time that the warranty was not guaranteed by Badcock but by BRIGGS and the servicer of said mower was in Laurinburg N.C. I then informed Badcock, had they made me aware that they did not cover said warranty, I would not have purchased said mower (which is part of my claim). I then took it to Badcock's or BRIGGS Servicer in Laurinburg, N.C. Instead of a servicer tending to the mower, it was a receptionist and she sprayed something into the carburetor to try and get it started (something she was not suppose to do according to the warranty instructions).

(2)

After that, she (the receptionist) then told me that the mower was not covered by the warranty because (for one reason) it didn't start. Then she told me to leave the mower so that a servicer can look at it and it would cost me \$50.00 to do so. I then declined to do so and then took the mower back to Badcock in Bennettsville S.C. 29512 Store. I then filed a complaint and had a witness to the very bad way in which the situation concerning the mower was handled. I then called BIGGS was referred to another servicer named Chris Helms in Hamlet NC, tel# 910 331-2026. I then took my mower to him. Within the week he called me and told me that the mower needed a new motor and that it was covered by said warranty, and that it would take 4 weeks to receive said new motor. More than 4 weeks went by and I didn't hear anything from Mr. Helms.

(3)

I then called Mr. Helms to see what was the delay and he then he told me that BIGGS didn't cover the warranty for the mower. He then said that he was going to further look into it. However, I did not hear anymore from him.

I then called Badcock on 8-9-19 and filed another claim under reference # 996281 about Mr. Helms lack of no communication with me concerning said mower. At this present time and day I still have not heard from Mr. Helms and

frankly speaking, I am not the owner of said mower because for one, I don't have it. Badcock or Mr. Helms is the owner. I don't know what Mr. Helms did to said mower and ask that within 30 days of receiving this letter that Badcock either give me a new mower in place of the broken one or credit me the money I payed on it towards my monthly payments I owe on the other items I'm making payments on.

Dated, Dec. 11, 2019

Lee Johnson
Tel Johnson

cc.

(4)

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Sent To Bad Cock + More Home Furniture
206 Broad Street
Bennettsville SC 29512
 Street and Apt. No., or PO Box No.
 City, State, Zip+4®

02/06/2020
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PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions

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Postage \$0.55
 Total Postage and Fees \$4.05

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P.O. Box 724
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Ted Johnson
 115 Moore Street
 Bennettsville, S.C. 29512

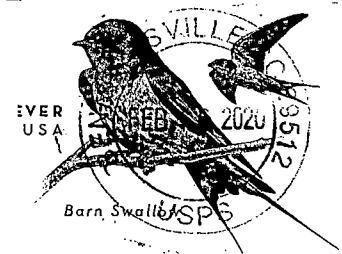
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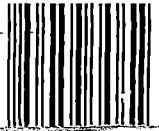
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