

LAW OFFICE OF PETER ORDOWER, P.C.  
161 N. Clark St., Suite 2500  
Chicago, IL 60601  
312-263-8060

July 31, 2020

American Standard Moving Storage, Inc.  
150 E. Palmetto Park Road, Suite 800  
Boca Raton, FL 33432  
Via Email: info@americanstandardmoving.com

Re: Leslie Randall, Job No. S6248301

Dear Sir or Madam:

This law firm represents Leslie Randall. On June 23, 2020, Ms. Randall booked moving job # S6248301 from Brooklyn, NY to St. Paul MN, scheduled for July 29, 2020. On the same day, you received her bank draw of \$1750 as a deposit. Less than 24 hours later, she sent an email to you canceling the move, and you sent a return email acknowledging the cancellation. Your June 24 email said that she would receive a full refund minus 10% for “merchant fees”.

She has repeatedly phoned you in the ensuing five weeks to receive her refund. On a July 20 phone call your representative promised the refund would be credited by July 23. It was not. On July 24 Ms. Randall called again and was told a billing specialist would call her back. No call was received. On July 29, she called again, and after 45 minutes on hold was disconnected.

Ms. Randall is entitled to a full immediate refund of \$1750. As she cancelled less than a day after booking, and five weeks before the move, no “merchant fees” could possibly have been incurred. In addition, as American Standard confirmed the cancelation on June 24, there is no excuse for withholding the refund five weeks.

By this letter, American Standard is on notice that if it does fully refund Ms. Randall’s deposit within seven days, she is prepared to take all appropriate legal action to obtain her refund, which in addition to seeking restitution, damages and attorneys’ fees may include other forms of relief, including reporting such conduct to appropriate legal, regulatory and consumer protection agencies. There is simply no excuse for keeping her money this long, and you need to fully refund her money without any further delay.

If you wish to discuss this matter, please contact me directly.

Very truly yours,

Peter Ordower