



Dr. Kay Lumas <dr.klumas@gmail.com>

177. Your repair for service ticket [4153355632] has been cancelled.

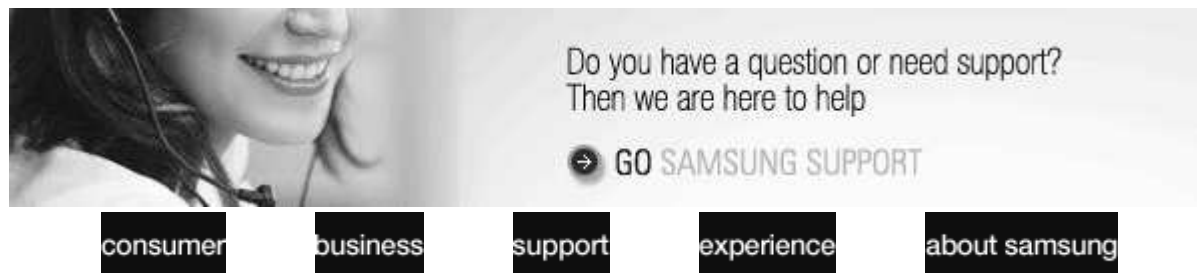
4 messages

Samsung Support <noreply.svc@sea.samsung.com>

Wed, Jul 22, 2020 at 3:13 PM

To: dr.klumas@gmail.com

SAMSUNG



*** This is a system-generated email from an unmonitored mailbox. Please do not reply ***

*** PLEASE DO NOT REPLY TO THIS EMAIL ***

Dear Kay Lumas,

Your repair for service ticket number [4153355632] has been cancelled.

If you still need service please contact us at 1-800-SAMSUNG(800-726-7864)

Thank you for your cooperation.

for additional support, please call **1-800-SAMSUNG**

[Privacy](#) | [Legal](#)

© Copyright 2015 Samsung Electronics America, Inc. All Rights Reserved. Samsung is a registered trademark of Samsung Electronics Co. Ltd. Screen Images simulated.

The above message is intended solely for the named addressee and may contain trade secret, industrial technology or privileged and confidential information otherwise protected under applicable law including the Unfair Competition Prevention and Trade Secret Protection Act. Any unauthorized dissemination, distribution, copying or use of the information contained in this communication is strictly prohibited. If you have received this communication in error, please notify the sender by email and delete this communication immediately.

상기 메일은 지정된 수신인만을 위한 것이며 부정경쟁 방지 및 영업비밀 보호에 관한 법률을 포함하여 관련 법령에 따라 보호의 대상이 되는 영업비밀, 산업기술 등을 포함하고 있을 수 있습니다. 본 문서에 포함된 정보의 전부 또는 일부를 무단으로 제3자에게 공개, 배포, 복사 또는 사용하는 것은 엄격히 금지됩니다. 본 메일이 잘못 전송된 경우, 발신인에게 알려 주시고 즉시 삭제하여 주시기 바랍니다.

Dr. Kay Lumas <dr.klumas@gmail.com>
To: willistine.s@partner.sea.samsung.com

Fri, Jul 24, 2020 at 2:38 PM

I have left two messages regarding the cancellation of the repair ticket. I want my money back since the service company will not repair the range.

Dr. Kay Lumas
Mobile: (562) 225-0614
Fax: (877) 453-7943

[Quoted text hidden]

Dr. Kay Lumas <dr.klumas@gmail.com>
To: info@newjersey.bbb.org

Fri, Jul 24, 2020 at 7:16 PM

Regarding complaint # 14487844, Samsung's service company cancelled the repair ticket. I want my money back so I can purchase a range.

[Quoted text hidden]

Willistine S <willistine.s@partner.sea.samsung.com>
To: "Dr. Kay Lumas" <dr.klumas@gmail.com>

Mon, Jul 27, 2020 at 5:52 AM

Good Morning,

Let me check with the service center and see what this issue is. We would need the service center out before we are able to provide any accommodations.

Respectfully,

Willistine S | Office of the President

Samsung Electronics America, Inc.

105 Challenger Road, Ridgefield Park, NJ 07660

(T) 888-480-5675 opt. 1 allow prompt to request ext. 30351 | willistine.s@partner.sea.samsung.com

From: Dr. Kay Lumas <dr.klumas@gmail.com>
Sent: Friday, July 24, 2020 5:38 PM
To: Willistine S
Subject: Fwd: 177. Your repair for service ticket [4153355632] has been cancelled.

[Quoted text hidden]