

COMPLAINT ACTIVITY REPORT Case # 90262774

BBB Serving Central Florida

Consumer Info: Orse, Mary
 1127 Little Indian Creek Rd
 New Richmond, OH 45157
 - 513 638-3654
 morse@nationwidebcg.com

Business Info: All American Mobile Detailing

877 522-8160

Location Involved: (Same as above)

Consumer's Original Complaint :

I hired them to detail my Ford F350 truck. I purchased the Super Gloss Package for \$299 AND they did not complete the job.

On July 5th I called All American Mobile Detailing and hired them to detail my 2017 F350 Truck and my 2017 Chevy Camaro. I purchased the Super Gloss Package for each vehicle, the Camaro cost \$229 and the truck cost \$299 plus a \$150 deposit. Originally they were scheduled to come out July 10th to detail the vehicles but texted me the night before to cancel after I had already scheduled Friday off from work to be home for them to detail my vehicles. We rescheduled for Saturday July 18th, Luke showed up at 9:00am in a small compact car with a bucket, liquid soap and some cheap towels. Around 11:00am Luke was ready to leave and asking me to pay him. I pulled the Camaro out of the garage where he was supposedly cleaning and it appeared as though he didn't even clean the car. I made him go over the car and I also called All American MD because he was suppose to clean the engine as well. After about 1/2 hour he was ready to leave again. He told me All American texted me an invoice and ask me to pay it. He rushed me around the truck and the car hoping I wouldn't notice the horrible job he did on the truck and told me I needed to pay the invoice that he was out of time and had to leave so I paid the invoice on my phone (I did not give him a tip). After he left I took pictures of the horrible job he did on the Truck and sent it to All American. All American wanted to send him back out and I refused to allow him back on my property. I gave them a bad review on google and All American made a comment on my review as to why I gave Luke a \$60 tip if he did such a bad job. I never authorized any amount of tip, in fact I should have never paid for the horrible service at all.

Per their website the Super Gloss Package Included the following: Pressure Wash (Luke did not pressure wash either vehicle, he used my hose to wash the vehicles) Rims & Wheels Wells Detailed and Shined (Please see the attached pictured wheel wells clearly they were never touched)Windshield Wiper Fluid Topped Off(Luke didn't even open the hood of the truck, he admitted he didn't have time to clean the motor let alone top off the fluid). CLAY BAR EXTERIOR PAINT, COMPOUND, BUFF, & POLISH EXTERIOR PAINT, HAND WAX(Luke did not do any of this to either vehicle. Luke showed up in a very small compact car with a bucket of liquid car wash and some cheap towels, he did NOT WAX THE VEHICLES). Interior he was suppose to clean and wipe down the door jams(the attached pictures clearly show Luke did not wipe down anything inside the F350 and their was dirt still on the floor mats and door jams).

I can't believe the horrible job Luke with All American Mobile Detail provided. I want all my money back including the \$60 tip I DID NOT AUTHORIZE!

Consumer's Desired Resolution:

I WANT A FULL REFUND INCLUDING THE \$60 TIP I DID NOT AUTHORIZE!

BBB Processing

07/29/2020 web **BBB** Case Received by BBB
07/30/2020 smi **BBB** Case Reviewed by BBB
07/30/2020 Otto **EMAIL** Send Acknowledgement to Consumer
07/30/2020 Otto **EMAIL** Notify Business of Dispute
08/14/2020 OttO **BBB** No response to first notice to business
08/14/2020 OttO **EMAIL** Consumer - Have You Heard From the Company
08/14/2020 OttO **EMAIL** Reminder of Dispute to Business
08/24/2020 WEB **BBB** RECEIVE BUSINESS RESPONSE : Hello Mary,

I am very sorry your experience with our company was not super.

I have discussed with Luke and he swears he did clay, polish, and wax the vehicles.

We do have before an after pictures showing the vehicles were detailed. Luke explained that when he pulled the cars in to the garage, there was gravel on the tires again, after he washed them well outside.

As far as the \$60 tip you said you did not authorize, that is simply not possible. Perhaps it was a mistake, but our records from our professional dispatch system housecall pro shows the payment being processed online by your cell phone. (see attached photos)

That being said, I still want to make you happy. We can do one of two things;

1. Have someone different come out and completely redo the services & refund the \$60 tip.
2. Discuss a significant partial refund, and of course the \$60 tip refunded as well on top of that.

Please don't hesitate to give me a call, and I will be contacting you asap.

Andrew
877-522-8160

08/25/2020 wsa **EMAIL** Forward Business response to Consumer

08/28/2020 **WEB BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

the pictures they provided clearly shows the White truck is still dirty. The pictures I provided are time stamped from my phone exactly 1/2 hour after Luke left.

1. LUKE DID NOT PRESSURE WASH EITHER VEHICLE.
2. LUKE DID NOT CLEAN THE WHEEL WELLS. you can see from the pictures I provided.
3. LUKE DID NOT WASH AND CLEAN FLOOR MATS.
4. LUKE DID NOT CONDITION THE LEATHER SEATS.
5. LUKE DID NOT WAX AND BUFF BOTH CAR AND TRUCK. .

LUKE SHOWED UP AT 9.05AM AND WAS READY TO LEAVE THE FIRST TIME AT 11:00, TO DO EVERYTHING I PAID FOR TO BOTH VEHICLES WOULD HAVE TAKEN HOURS. I COMPLAINED ABOUT THE HORRIBLE JOB HE DID ON THE CONVERTABLE CAMARO. HE DIDNT EVEN PUT THE TOP DOWN TO CLEAN THE BACK OF THE CAMARO UNTIL I SAID SOMETHING ABOUT IT TO HIM. SO HE JUST WIPED IT OFF AND THE LEATHER SEATS WERE STILL DIRTY.

OH AND I DON'T GIVE A DAMN ABOUT SOME DUST BEING ON THE TIRES WHEN HE PULLED THEM INTO THE GARAGE, I'M NOT COMPLAING ABOUT THAT, I AM COMPLAINING ABOUT ALL THE STUFF I PAID FOR THAT HE DID NOT DO. AND TO TELL ME HE DIDNT HAVE TIME TO CLEAR THE MOTOR OF THE TRUCK AND HAD TO LEAVE? SERIOUSLY?

THE COMPANY DID NOT PROVIDE BEFORE AND AFTER PHOTOS NOR DID ANDREW CALL ME ASAP, ITS BEEN 4 DAYS AND I HAVE NOT HEARD FROM HIM AND HONESTLY I DON'T WANT TO HEAR FROM THEM.

I WANT A FULL REFUND AND THE \$60 TIP I DID NOT AUTHORIZE!

IF THEY DO NOT PROVIDE ME WITH A REFUND WITHIN 10 BUSINESS DAYS I AM FILING A COMPLAINT WITH RIPOFFREPORT.COM AND FILING A COMPLAINT WITH THE OHIO ATTORNEY GENERAL.

08/31/2020 wsa **EMAIL** Forward Consumer Rebuttal to Business

08/31/2020 **WEB BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : Hello Mary Orse,

I did try calling you from our 877 line. It went to voicemail. Perhaps you have a block on it.

Again, you did authorize the \$60 tip, clearly it was an accident but stop trying to push that off on us. Look at the screen shot, and call housecall pro they will back us up.

For the engine bay.. We already took that off the invoice prior to payment. And Prior to this complaint filing.

I have also been awaiting your call back. In my initial response I said we would refund you. I did upload photos of your shining detailed vehicles in my first response as well.

But even so, Luke swears to us he did these things you say he didn't.

We are not a scam, we satisfy over 400 clients every single week. You already made many attempts to harm our business.

Please contact us to discuss the refund. I already said that.

Andrew
877-522-8160

09/01/2020 wsa **EMAIL** Send Business' Rebuttal Response to Consumer

09/01/2020 **WEB BBB** CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

YOU HAVE NOT CALLED ME! YOU DID NOT LEAVE A MESSAGE EITHER, IF YOU DID CALL ME AND I DID NOT ANSWER YOU SHOULD HAVE LEFT A MESSAGE.

I NAMED OFF 5 THINGS LUKE DID NOT DO! I AM NOT GOING TO KEEP GOING BACK AND FORTH, YOU ARE JUST STALLING.

I TOO PROVIDED PICTURES THAT ARE TIME STAMPED OF A TRUCK THAT WAS HALF ASSED CLEANED.

SEND ME MY REFUND!

09/02/2020 wsa **BBB** Bureau Judged Case AJR

09/02/2020 **Otto EMAIL** Inform Consumer Case Closed Answered

09/02/2020 **Otto EMAIL** Inform Business - Case ADMINISTRATIVELY CLOSED

09/02/2020 **Otto BBB** Case ADMINISTRATIVELY CLOSED