

Rooms To Go Corporate Office  
11540 Highway 92 East  
Seffner, FL 33584

April 2, 2006

To Management:

I am a first time customer at Rooms To Go and I wanted to express how disappointed I am with the customer service I received at the location below.

Rooms To Go  
11027 Lakeline Mall Drive  
Cedar Park, TX 78613

My husband and I have been looking for a bedroom set for a while from many different furniture store and we finally found the one we liked at Rooms To Go. We were ready to buy the Palladian Poster 7 Pc King Bedroom set as well as the matching Palladian Armoire in cash. The cost of this set is almost \$4,000. Our customer service representative was Max. We told Max what we wanted and he offered to show us the mattress that can go with the bed we wanted. We firmly told him "No, thanks. We wanted to spend more time looking for the mattress we like." He still insisted on showing us the mattress they offer so we went along with him. We tested the mattresses he showed and still decided not to buy the mattress yet. Max started out the paper work and then excused himself in the middle of the process.

About 20 minutes to half an hour later, he came back and still tried to sell us the mattress. Again, we said "No, thanks." He then continued with the paper work again and excused himself the second time in the middle of the process. Ten to 15 minutes has gone by and we still haven't heard from Max. By now, we have spent 40-45 minutes waiting just to buy the furniture and for Max to complete the paper work. That was ridiculous.

A few minutes later Max finally came back with Jose (I assume that Jose was his supervisor or one of the manager). Max introduced us to Jose, and this time Jose was trying to sell us the mattress. That was our last straw. We told Jose exactly what we wanted, but he still pushed us to buy the mattress. We have had enough so we left without buying anything. We were ready to pay \$4,000 for the set, but now you just lost your business with us.

I hope your other customer service representative can take "No" for an answer or you will loose more business like you did today.

