

Submitter: Joni Zimmerman  
On Behalf Of:  
Committee: House Committee On Commerce and Consumer  
Protection  
Measure, Appointment or Topic: HB3255

Thank you so much for considering this bill. We try to shop locally, but occasionally decide to order something on line. A little over a year ago, we decided to order a new vacuum cleaner from Sears.com. We quickly learned that Sears.com is nothing like the old reliable Sears stores we used to be able to shop at. After placing the order we received 2 or 3 emails with conflicting information about when the order would arrive. Then when it did arrive, it was in an old beat up box. We opened the box and instead of a vacuum cleaner it was a mechanics tool set, loose in the box without any padding. There was no option on the Sears.com website to tell them that we had received the wrong item so that they could send us what we originally ordered. There was NO phone number or contact email address on their website, so absolutely no way to contact them. The only option was to fill out the return form as if we had received what we had ordered and just didn't like it. We had to go through the whole return process, as if it was the vacuum cleaner we were returning, and then to actually get a vacuum cleaner we would have had to order it all over again. It was really insane, and made us realize that Sears is now just another internet scam business. We did receive a refund, at least, and then we did what we should have done originally and went to the local vacuum cleaner store. This bill will be helpful in protecting consumers. Thank you again.