

The Office of the Attorney General  
BUREAU OF CONSUMER PROTECTION  
100 North Carson Street  
Carson City, Nevada 89701-4717

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Case No. 140C002861B

Dept. No. I

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2014 DEC 11 AM 9:19  
ALAN GLOVER  
BY **C. GRIBBLE** CLERK  
DEPUTY

IN THE FIRST JUDICIAL DISTRICT COURT OF THE STATE OF NEVADA  
IN AND FOR THE CITY OF CARSON CITY

STATE OF NEVADA, OFFICE OF THE  
ATTORNEY GENERAL, ex. rel. CATHERINE  
CORTEZ MASTO, Attorney General,

Plaintiff,

v.

VADIM OLEGOVICH KRUCHININ, AKA  
DAVID KRUCHIN, and LAPTOP AND  
DESKTOP REPAIR LLC,

Defendants.

PETITION FOR ORDER COMPELLING COMPLIANCE WITH  
SUBPOENA DUCES TECUM

Petitioner the State Of Nevada, by and through its legal counsel, CATHERINE CORTEZ MASTO, Attorney General, and her senior deputy, John R. McGlamery, and Laura M. Tucker, deputy attorney general, Bureau of Consumer Protection, hereby petitions this Court for an Order requiring Respondents to comply with two Subpoenas Duces Tecum, the first issued to Vadim Olegovich Kruchinin, aka David Kruchin, and the second to his business Laptop and Desktop Repair LLC. See Exhibit 3 attached hereto and made a part hereof. These subpoenas were sent by certified mail with return receipt on September 24, 2014, by Office of the Nevada Attorney General, Bureau of Consumer Protection (hereinafter referred to as "BCP"), pursuant to the provisions of NRS 598.0963(4). The subpoenas were received by Vadim Olegovich Kruchinin, aka David Kruchin, and Laptop and Desktop Repair LLC on

1 September 26, 2014. This petition is brought pursuant to NRS 598.0963(3).and NRS 598.097.

2 **POINTS AND AUTHORITIES**

3 **I.**

4 **PRELIMINARY STATEMENT**

5 The BCP is conducting an investigation involving consumer complaints against Vadim  
6 Olegovich Kruchinin, aka David Kruchin, (hereinafter "David Kruchin") and Laptop and Desktop  
7 Repair LLC, (hereinafter "Laptop and Desktop"), to determine whether David Kruchin or Laptop  
8 and Desktop violated the Nevada Deceptive Trade Practices Act by 1) making a false  
9 representation in the course of business;<sup>1</sup> 2) by engaging in false advertising by  
10 misrepresenting the price to be paid for used devices and merchandise;<sup>2</sup> and 3) theft through  
11 material misrepresentation with the intent to entice consumers to deliver used devices and  
12 merchandise with the intent not to pay the price offered or return the devices or merchandise.<sup>3</sup>  
13 Despite attempts to work with David Kruchin and Laptop and Desktop by granting deadline  
14 extensions and creating a rolling production schedule, David Kruchin and Laptop and Desktop  
15 have thus far failed to provide the Attorney General with *any* documents requested in the two  
16 Subpoenas Duces Tecum. Because the documents are necessary for the BCP to continue its  
17 investigation, the Attorney General respectfully asks this Court to compel David Kruchin and  
18 Laptop and Desktop to comply with these subpoenas and enjoin David Kruchin and Laptop

19  
20 <sup>1</sup> NRS 598.0915(15) indicates that it is an illegal deceptive trade practice to make a false representation in the  
course of his or her business or occupation.

21 <sup>2</sup> NRS 207.171 states that it is unlawful for any person, firm, corporation or association or any agent or  
employee thereof to use, publish, disseminate, display or make or cause directly or indirectly to be used,  
22 published, disseminated, displayed or made, in any newspaper, magazine or other publication, by any radio,  
television or other advertising medium, or by any advertising device, or by public outcry, proclamation, or  
23 declaration, or by any other manner or means, including but not limited to solicitation or dissemination by  
mail, telephone or door-to-door contacts, any statement which is known or through the exercise of reasonable  
24 care should be known to be false, deceptive or misleading in order to induce any person to purchase, sell,  
lease, dispose of, utilize or acquire any title or interest in any real or personal property or any personal or  
25 professional services or to enter into any obligation or transaction relating thereto, or to include such  
statement as part of a plan or scheme which intentionally misstates cost or price for the purposes of  
producing an erroneous belief by any person that the actual cost or price is the same as stated therein.

26 <sup>3</sup> NRS 205.0832(1)(c) indicates it is a theft to obtain real, personal or intangible property or the services of  
another person by a material misrepresentation with intent to deprive that person of the property or services.  
27 As used in this paragraph, "material misrepresentation" means the use of any pretense, or the making of any  
promise, representation or statement of present, past or future fact which is fraudulent and which, when used  
28 or made, is instrumental in causing the wrongful control or transfer of property or services. The pretense may  
be verbal or it may be a physical act.



1 and Desktop from continuing to engage in false or misleading business activities.

2 The BCP is a statutorily created Bureau within the Office of the Attorney General. See  
3 NRS 228.302 and NRS 228.310. Under the direction of the Consumer Advocate, the  
4 executive head, the BCP enforces the Nevada Deceptive Trade Practices Act, as contained in  
5 Nevada Revised Statutes, Chapter 598. See NRS 228.310(2). In relevant part, NRS  
6 228.380(1) states:

7 Except as otherwise provided in this section, the consumer advocate may  
8 exercise the power of the attorney general in areas of consumer protection,  
9 including, but not limited to, enforcement of chapters 90, 597, 598, 598A, 598B,  
10 598C and 599B of NRS. . . .

11 The BCP may initiate criminal or civil proceedings to enforce provisions of the Nevada  
12 Deceptive Trade Practices Act without obtaining leave of the Court. NRS 598.0963(2) and  
13 NRS 598.0999. If, after investigation, the BCP has reason to believe that a person has  
14 engaged in or is engaging in a deceptive trade practice, it may file an action with the Court,  
15 including requesting a temporary restraining order, a preliminary or permanent injunction, or  
16 other relief. NRS 598.0963(3)

17 The Attorney General and the BCP have broad statutory authority to investigate  
18 possible deceptive trade practices, including issuing subpoenas to assist the BCP in  
19 discovering the nature, extent, and existence of deceptive trade practices. NRS 598.0963(4)  
20 provides in pertinent part:

21 If the attorney general has cause to believe that a person has engaged or is  
22 engaging in a deceptive trade practice, **the attorney general may issue a**  
23 **subpoena to require the testimony of any person or the production of any**  
24 **documents, and may administer an oath or affirmation to any person providing**  
such testimony. The subpoena must be served upon the person in the manner  
required for service of process in this state **or by certified mail with return**  
**receipt requested.** An employee of the attorney general may personally serve  
the subpoena. [Emphasis added]

25 Subpoenas issued pursuant to NRS 598.0963(4) hold criminal and quasi-criminal<sup>4</sup>  
26 investigative authority and are *not* civil discovery subpoenas nor civil investigative demands.

27  
28 <sup>4</sup> The term "quasi-criminal" refers to the authority of the Attorney General to obtain civil monetary punitive penalties in an enforcement action. See NRS 598.0999(2).

1 However, the subpoena is requesting business documents only, and does not request any  
2 admissions. Because subpoenas issued pursuant to NRS 598.0963 are not issued pursuant to  
3 the Nevada Rules of Civil Procedure, they are not subject to the protective order provisions for  
4 discovery contained in NRCP Rule 26 regarding civil discovery.

5 NRS 598.097 provides the procedure to be used in the event of non-compliance with a  
6 subpoena by first allowing the BCP to apply to any district court for equitable relief. The  
7 application must reasonably state that relief is necessary to prevent or stop a deceptive trade  
8 practice. NRS 598.097. Once the State meets its burden, the Court may:

- 9 1. Grant injunctive relief restraining the sale or advertisement of any property by  
10 the person.
- 10 2. Require the attendance of or the production of documents by the person, or  
11 both.
- 11 3. Grant other relief necessary to compel compliance by the person.

12 See NRS 598.097.

13 Additionally, if the Court finds that the person "willfully engaged in a deceptive  
14 trade practice," the BCP and Attorney General may bring an action to recover a civil  
15 penalty of \$5,000 per violation, and the Court may award reasonable attorney's fees  
16 and costs. NRS 598.0999(2).

17 Because David Kruchin and Laptop and Desktop refuse to fully comply with the  
18 Subpoenas Duces Tecum, which the Attorney General correctly and fully served upon  
19 them through the BCP, the Attorney General may seek enforcement of the subpoenas  
20 by filing this action. NRS 598.097. If this Court finds that David Kruchin and Laptop and  
21 Desktop failed to fully comply with the duly served subpoenas in this matter, the Court is  
22 authorized to grant equitable relief to order David Kruchin and Laptop and Desktop to  
23 cease engaging in deceptive trade practices in violation of NRS Chapter 598. The BCP  
24 respectfully requests this Court 1) order David Kruchin and Laptop and Desktop to  
25 return any device or merchandise delivered by any consumer for sale to David Kruchin  
26 and Laptop and Desktop if the original offer presented to the consumer on the website  
27 is not honored; 2) order David Kruchin and Laptop and Desktop to produce the  
28

1 documents identified in the subpoenas; and 3) grant any other relief it deems  
2 necessary.

3 **II.**

4 **DISCUSSION**

5 Since January 1, 2014, the BCP has received more than 50 sworn complaints against  
6 David Kruchin and Laptop and Desktop under either Laptop and Desktop Repair or one of the  
7 fictitious business names.<sup>5</sup> See Exhibit 1, attached hereto and made a part hereof. Each of  
8 these complaints describes the same specific pattern and practice. David Kruchin and Laptop  
9 and Desktop offer the consumer a price of up to several hundred dollars for a used device.  
10 David Kruchin and Laptop and Desktop then send the consumer a mailing envelope for the  
11 device. When the consumer mails the device to David Kruchin and Laptop and Desktop, the  
12 consumers then receive a counteroffer by mail with either a check or notification that their  
13 PayPal account has been credited— usually for less than 20% of the original offer.<sup>6</sup> David  
14 Kruchin and Laptop and Desktop do not, however, send the device back.

15 Many of the complainants indicated that they tried to get through to David Kruchin and  
16 Laptop and Desktop via phone to reject the counteroffer, but were either placed on hold or  
17 there was no answer.<sup>7</sup> According to the complaints, when a complainant was successful in  
18 getting through to an employee, David Kruchin and Laptop and Desktop, through employees,  
19 claimed that they violated the three-day refusal-of-counteroffer timeline (located near the  
20 bottom of the several-page “Terms and Conditions” section of the website; see Exhibit 2, page  
21 485) and refused to return the complainants’ devices to them.<sup>8</sup> If in the course of its  
22 investigation, the BCP finds these complaints are true, David Kruchin and Laptop and Desktop  
23

24 <sup>5</sup> Under information and belief, David Kruchin and Laptop and Desktop run as one operation, Laptop and  
25 Desktop Repair LLC, but also do business under the names and websites cash4laptops.com,  
26 cashforlaptops.com, cashforiphones.com, cashforberrys.com, cashforsmartphones.com, cashforapples.com,  
27 cashforipads.com, laptopaid.com, laptopaid.us, laptopzyx.com, cellphonecity.com, iphonepartspro.com,  
28 ecyclebest.com, laptopheaven.com, cash4printers.com, trademark247.com, and Laptopathon – Trademark.

<sup>6</sup> Exhibit 1, pp. 3, 14-18, 27, 39-40, 36, 51, 71, 77, 81, 93, 108, 111, 117, 148, 159, 168, 173, 177, 179, 182,  
191, 197, 216, 228, 240, 244, 258, 261, 268, 276, 279, 284, 288, 291, 298, 310, 312, 315, 318, 321, 333,  
338, 369, 376, 385, 427, 432, 435, and 448-449.

<sup>7</sup> Exhibit 1, pp. 3, 27, 39-40, 36, 71, 77, 81, 111, 117, 148, 168, 258, 261, 276, and 228.

<sup>8</sup> Exhibit 1, pp. 71, 77, 81, 92, 111, 117, 148, 159, 168, 173, 177, 179, 182, 191, 197, 216, 228, 240, 244, 258,

1 may have violated the Nevada Deceptive Trade Practices Act, pursuant to NRS 598.0915(15),  
2 NRS 207.171, and NRS 205.0832(1)(c), defined *supra*. If the BCP does not receive the  
3 requested documents from David Kruchin and Laptop and Desktop, it cannot continue its  
4 investigation into the possible deceptive acts against consumers.

5 While David Kruchin and Laptop and Desktop argue their conduct was only temporary,  
6 as of the date of this petition, the BCP continues to receive consumer complaints against  
7 David Kruchin and Laptop and Desktop on a weekly basis. Information from David Kruchin and  
8 Laptop and Desktop stated that the release of the Apple iPhone 6 overwhelmed their operation  
9 and caused significantly higher offers to be issued. However, the BCP began receiving the  
10 complaints provided in Exhibit 1 in January 2014, long before the September 19, 2014 release  
11 of the Apple iPhone 6. David Kruchin and Laptop and Desktop also claim that the reason for  
12 the difference between the price offered on the website and the actual final offer was due to  
13 misrepresentations made by the consumer as to the quality of the used devices. However,  
14 David Kruchin's and Laptop and Desktop's own words, contained in emails provided in the  
15 consumer complaints, contradict this argument. Although the "condition" of the device is  
16 ambiguously mentioned, the primary reason David Kruchin and Laptop and Desktop gave to  
17 complainants for the lower price is "market conditions." David Kruchin's and Laptop and  
18 Desktop's response email does not describe any defects in the customer's device, how the  
19 "market conditions" are determined, or allegations that the customer falsified the condition of  
20 the device sent in.<sup>9</sup> Lastly, David Kruchin and Laptop and Desktop claim that telephone calls  
21 are not recorded, and it therefore cannot provide evidence to refute complainants' claims of  
22 what they were told over the phone. However, David Kruchin's and Laptop and Desktop's  
23 employees specifically told complainant Michael Tahan that telephone calls were recorded.  
24 See Exhibit 1, p. 288.

25 The BCP has been communicating with David Kruchin's and Laptop and Desktop's  
26 counsel for the last several months in an attempt to create a plan that would assist them in  
27

28 261, 279, 284, 288, 291, 298, 312, 315, 318, 321, 333, 338, 369, and 385.

<sup>9</sup> See Exhibit 1, pp. 17, 18, 47, 63, 72, 78, 82, 83, 100, 138, 139, 162, 220, 222, 232, and 376.

1 complying with the two subpoenas. The suggested plan contained a rolling production  
2 schedule, with two- to three-months' worth of documentation delivered every few weeks,  
3 beginning December 5, 2014. Throughout the process, David Kruchin and Laptop and Desktop  
4 have disputed the types of documents to be provided, the cost, and the timeframe. Although  
5 the BCP has been reasonable in attempting to work with David Kruchin and Laptop and  
6 Desktop to alleviate some of the burden, the BCP has not received any of the documents it is  
7 statutorily allowed to receive. None of the documentation request is beyond the scope of that  
8 allowed by the BCP's investigative powers. NRS 598.0963(4).

9 The BCP's intention in serving the subpoenas on David Kruchin and Laptop and  
10 Desktop is to ascertain the nature and extent of the possible violations of NRS 598.0915(15),  
11 NRS 207.171, and NRS 205.0832(1)(c). Certainly more than 50 sworn consumer complaints—  
12 with more still being sent to the Attorney General's office each week— provide reasonable  
13 cause for the BCP to believe that David Kruchin and Laptop and Desktop may be engaged in  
14 deceptive trade practices.

15 The BCP has determined that David Kruchin and Laptop and Desktop may possess  
16 information relevant to its investigation of deceptive trade practices in violation of the statutory  
17 provisions of NRS Chapter 598. As part of its investigation of David Kruchin and Laptop and  
18 Desktop, the BCP served on their registered agent a Subpoena Duces Tecum on September  
19 24, 2014, by certified mail. The return receipt indicates that David Kruchin and Laptop and  
20 Desktop received the Subpoenas Duces Tecum on September 26, 2014. See Exhibit 3. The  
21 Subpoenas Duces Tecum directed David Kruchin and Laptop and Desktop to produce certain  
22 records in its possession to BCP on or before October 15, 2014. David Kruchin and Laptop  
23 and Desktop have yet to provide any of the documents requested.

24 The BCP respectfully requests the Court compel David Kruchin and Laptop and  
25 Desktop to produce the evidence sought in the subpoenas. See Exhibit 3. BCP has made  
26 numerous attempts to compromise, including extending the deadline of receipt and setting up  
27 a rolling production schedule. As of the date of this petition, none of the requested documents  
28 have been received. The documents, records and other evidence sought by this subpoena are

1 needed to begin investigating David Kruchin's and Laptop and Desktop's business practices,  
2 including through their employees, agents or contractors, by establishing the existence, nature  
3 and extent of any deceptive trade practices. Specifically, the subpoenas request copies of  
4 contracts used to purchase used devices; documents relating to offers and counter-offers;  
5 payment documentation; communications related to offers, counter-offers, and payments; a list  
6 of customers; bank records; disclosures; and other documentation. See Exhibit 3 for exact  
7 requests.

8 Even after issuance of the subpoenas on September 25, 2014, David Kruchin and  
9 Laptop and Desktop continue to engage in the complained of practices.<sup>10</sup> David Kruchin's and  
10 Laptop and Desktop's refusal to comply with the Subpoenas Duces Tecum inhibits the BCP  
11 from performing its investigative functions to terminate and prevent the potentially deceptive  
12 trade practices of David Kruchin and Laptop and Desktop. The BCP requests the Court take  
13 action to assist the BCP in preventing continued potential harm to consumers by ordering  
14 David Kruchin and Laptop and Desktop to provide the requested documents.

15 Furthermore, the BCP asks this Court to grant equitable relief pursuant to NRS  
16 598.097 to prevent David Kruchin and Laptop and Desktop from continuing to engage in  
17 deceptive trade practices. The BCP respectfully requests this Court order that David  
18 Kruchin and Laptop and Desktop return any device or merchandise to the consumer if  
19 they are unable or unwilling to honor the original offer presented on the websites. In  
20 doing so, the consumer will have the choice to accept or reject the counteroffer, either  
21 by resubmitting or keeping the device.

22 ...

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28 <sup>10</sup> See Exhibit 1, pp. 71, 77, 81, 92, 111, 117, 148, 159, 168, 173, 177, 179, 182, 191, 197, 216, 228, 240, 244,  
258, and 261, showing complaints indicating conduct after September 25, 2014.

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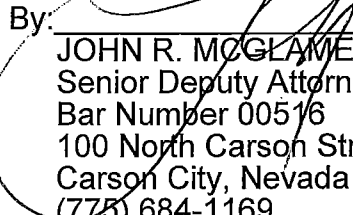
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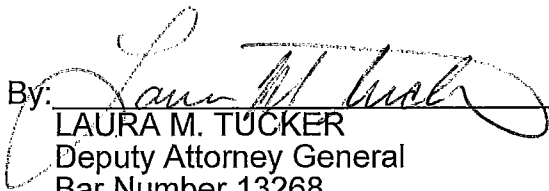
**CONCLUSION**

Based upon the foregoing, BCP request that this Court issue an Order compelling Vadim Olegovich Kruchinin, aka David Kruchin, and Laptop and Desktop Repair LLC, to comply with the terms of the two Subpoenas Duces Tecum issued by the Attorney General through the BCP, to grant the requested injunction and orders contained in the proposed order filed herewith, and to grant any other equitable relief it deems necessary.

DATED this 10th day of December, 2014.

CATHERINE CORTEZ MASTO, Attorney General  
ERIC WITKOSKI, Consumer Advocate

By:   
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Senior Deputy Attorney General  
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**Case No.**

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**STATE OF NEVADA, OFFICE OF THE  
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CATHERINE CORTEZ MASTO, Attorney General,**

**Plaintiff,**

**v.**

**VADIM OLEGOVICH KRUCHININ, AKA  
DAVID KRUCHIN, dba LAPTOP AND  
DESKTOP REPAIR LLC,**

**Defendant.**

**AFFIRMATION  
Pursuant to NRS 239B.030**

The undersigned does hereby affirm that the following document **DOES NOT** contain the social security number of any person: (list document[s] attached below)

Petition for Order Compelling Compliance With Subpoena Duces Tecum

**- OR -**

The undersigned does hereby affirm that the document named below **DOES** contain the social security number of a person as required by state or federal law or for the administration of a public program or for an application for a federal or state grant: (list the document[s] attached containing social security number information below)

1) \_\_\_\_\_

2) \_\_\_\_\_

\_\_\_\_\_  
Senior Deputy Attorney General

December 10, 2014  
Date



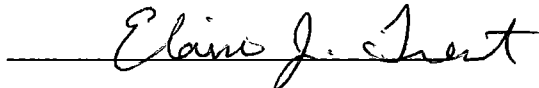
**CERTIFICATE OF SERVICE**

I am an employee of the Office of the Attorney General, Bureau of Consumer Protection, over the age of 18 years, and certify that I served a true and correct copy of the foregoing Petition for Order Compelling Compliance With Subpoena Duces Tecum and Proposed Order upon all parties of record in this proceeding by mailing a copy via United States Mail, certified, return receipt requested, addressed to the following:

Andrew August, Esq.  
Browne George Ross LLP  
121 Spear Street, Suite 200  
San Francisco, CA 94105

Robert Angres, Esq  
Angres & Axelrod LTD  
2650 Friesian Ct  
Reno, NV 89521

Dated this 11<sup>th</sup> day of December, 2014.



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IN AND FOR CARSON CITY

STATE OF NEVADA, OFFICE OF THE  
ATTORNEY GENERAL, ex. rel.  
CATHERINE CORTEZ MASTO, Attorney General,  
  
Plaintiff,

v.

VADIM OLEGOVICH KRUCHININ, AKA  
DAVID KRUCHIN, dba LAPTOP AND  
DESKTOP REPAIR LLC,  
  
Defendant.

AFFIRMATION  
Pursuant to NRS 239B.030

The undersigned does hereby affirm that the following document **DOES NOT** contain the social security number of any person: (list document[s] attached below)


Petition for Order Compelling Compliance With Subpoena Duces Tecum

- OR -

The undersigned does hereby affirm that the document named below **DOES** contain the social security number of a person as required by state or federal law or for the administration of a public program or for an application for a federal or state grant: (list the document[s] attached containing social security number information below)

1) \_\_\_\_\_

2) \_\_\_\_\_

  
\_\_\_\_\_  
Senior Deputy Attorney General

December 10, 2014  
Date

CERTIFICATE OF SERVICE

I am an employee of the Office of the Attorney General, Bureau of Consumer Protection, over the age of 18 years, and certify that I served a true and correct copy of the foregoing Petition for Order Compelling Compliance With Subpoena Duces Tecum and Proposed Order upon all parties of record in this proceeding by mailing a copy via United States Mail, certified, return receipt requested, addressed to the following:

Andrew August, Esq.  
Browne George Ross LLP  
121 Spear Street, Suite 200  
San Francisco, CA 94105

Robert Angres, Esq  
Angres & Axelrod LTD  
2650 Friesian Ct  
Reno, NV 89521

Dated this 11<sup>th</sup> day of December, 2014.

Elaine J. Hunt

Office of the Attorney General  
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# Exhibit 1



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? Yes, BBB

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I found a company (cashforlaptops.com) who claim they will buy your used iphone for cash. They provide a quote over the internet of what you will receive for the device. I had an Iphone 5 16GB and they quoted they would pay me \$177. They provided a shipment box and I shipped them my phone thinking they would pay \$177 they quoted me. Instead they sent me an email stating they would only pay me \$31. According to their terms and conditions on the website you have 3 days to accept the offer or reject and they are to send you the phone back if you reject the offer. I emailed back rejecting and also called customer service over 10 times trying to get someone to respond to me. When you call they answer and tell you that you have to talk to the purchasing department and no one ever answers once they transfer you and better yet after 10 minutes of waiting the call is disconnected. This is a 100% scam. I have called many times a day without any luck. My phone was like new and now I am left not getting compensated as promised. I request that I get paid the \$177 I was promised.

Looking at reviews I now see a lot of people have had issues with this company and I think something should be done to shut this business down.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

I have attached the quote and various emails I have sent and received from this company.

12/5/14  
2:32  
LG

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.



Malissa Marfione

Signature

Print Name

12/4/2014

Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Like 2.3k

Follow

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How It Works

About Us

Testimonials

Contact Us

Login

Register

HOME > GET A QUOTE

# Initial Quote for Apple iPhone 5 16GB ATT

The Original  
CashForLaptops business:  
since 2002

Select Your Model and Get An Initial Quote

## 1 Search & Find Your Device

## 2 See Your Initial Quote

My iPhone:

Powers on and works fine

Does Not Power On

Has a Damaged or Defective Screen

Has a Bad Battery



Depending on its condition,  
we can pay you as much as

# \$177

See terms and conditions

Working or Not

Press Continue to Proceed to final step

Working or Not

Continue

Laptop, Smartphone, Tablet

## 3 Request FREE, prepaid, protective packaging

## My Cashbox

Sell now

### Your Quote:

iPhone 5 16GB ATT  
\$177 Remove

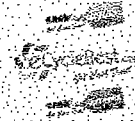
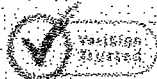
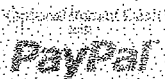
### Total Quote:

# \$177

Add Another Device

### What's Next?

1. Complete the Sale of Device
2. Use free shipping label with the Post Office
3. Spend your cash!



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Sell Your Macbook  
Buy Used Laptops  
Trade In Old Laptops  
Sell Laptops

Sell My Laptop  
Sell Used Laptops  
Trade In Laptops

Sell Your Laptop  
Sell Broken Laptop  
Sell Cash For Laptops

Recycle Laptop For Cash  
Sell Asus Air Mouse  
and Old Laptops

Recycle Laptops For Cash  
Sell Amazon Laptops  
Best Place To Sell Your  
Laptop



12/3/2014

Gmail - Order 515883 Status: Your Device Has Been Received



Malissa Marfione &lt;malissa.marfione@gmail.com&gt;

---

**Order 515883 Status: Your Device Has Been Received**

---

CashForLaptops Family of Websites <support@cashforiphones.com>  
To: malissa.marfione@gmail.com

Sun, Nov 30, 2014 at 9:48 AM

Dear Friend Malissa,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**

Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email  
Cash for iPhones | Facebook | Twitter | Email  
eCycle Best | Facebook | Twitter | Email

12/3/2014

Gmail - Order 515883, Your Device Has Been Inspected

LG  
2:38  
LG

Malissa Marfione &lt;malissa.marfione@gmail.com&gt;

## Order 515883, Your Device Has Been Inspected

CashForLaptops Family of Websites <support@cashforiphones.com>  
To: malissa.marfione@gmail.com

Tue, Dec 2, 2014 at 7:33 PM

Hi Malissa,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$31 for the device.

This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device.

### What's Next?

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

12/3/2014

Gmail - Order 515883, Your Device Has Been Inspected



Malissa Marfione &lt;malissa.marfione@gmail.com&gt;

## Order 515883, Your Device Has Been Inspected

Malissa Marfione &lt;malissa.marfione@gmail.com&gt;

Wed, Dec 3, 2014 at 10:18 AM

To: CashForLaptops Family of Websites &lt;support@cashforiphones.com&gt;

Per your terms and conditions below I reject you offer of payment of \$31. Your website quoted over \$200. This is ridiculous and I request you return my device within five days. Please respond and let me know you are shipping my device back to me.

Should we, upon inspection of your device, decide to quote you a lower price than originally initially quoted, we will email you notice of such amount and you will have three days to either accept or reject that new lower price. The three days begins to run upon inspection of your device and our e-malling you notice of Intended payment either pursuant to the original initial quote or such value as we determine in our sole discretion. If you reject any subsequent quote prior to the elapsing of this three-day period, we will return your device to you within five days thereafter.

[Quoted text hidden]



STATE OF NEVADA  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER PROTECTION  
 100 North Carson Street, Carson City, Nevada 89701-4717  
 Telephone (775)684-1169

# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

YOUR NAME
Your First Name: <u>Ellen</u>
Your Last Name: <u>Weiner</u>
Your Address: <u>521 Chase Rd.</u> <u>Yorktown Hts., NY 10598</u> <small>(City) (State) (Zip)</small>
Your Phone Number (#): <u>914-302-7568</u>
Your Mobile #: <u>845-222-8521</u>
Your Fax #: <u>801-327-5151</u>
Your Email: <u>RebbetzinEllen@gmail.com</u>
Are you older than 60 or Disabled: <u>No</u>

YOUR COMPLAINT IS AGAINST
Individual/Business: <u>Laptop and Desktop Repair LLC</u> <u>dba cashforlaptops.com</u>
If Business, Contact Person: _____
Individual/Business Address: <u>84 Coney Island Dr.</u> <u>Sparks, NV 89431</u> <small>(City) (State) (Zip)</small>
Individual/Business Phone #: <u>888-821-1143</u>
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint Is: Laptop and Desktop Repair LLC has fraudulent business practices. They give very high quotes for devices and then offer incredibly low payments after receiving the device(s). To cancel the transaction is next to impossible because they refuse to accept a written request to cancel the transaction, and they keep clients on hold for an hour or longer when the client wants to cancel the transaction. While on hold, online I found complaint after complaint about this very issue. Please see all of my attached documentation.

Additionally, the company retaliated against me because of my complaints lodged with the AG and BBB. They returned my 2 iPads (in <sup>which were</sup> mint condition in original boxes) having scratched up the glass on one iPad. They originally quoted me \$93/iPad. I mailed them the 2 iPads at the same time as the iPhone that this complaint documents.

SECTION 3.

Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Ellen Weiner  
(Signature)

11-29-14  
Date:

Ellen Weiner  
(Print Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
Date:

\_\_\_\_\_  
(Print Name)



Ellen Weiner <rebbetzinellen@gmail.com>

### Complaint - Cash For Laptops

Ellen Weiner <rebbetzinellen@gmail.com>  
To: "aginfo@ag.nv.gov" <aginfo@ag.nv.gov>

Thu, Nov 6, 2014 at 1:23 PM

There is a fraudulent company in your state. They have deceptive business practices. I have also reported them to the Better Business Bureau. Here is my documentation against their fraudulent business practices. They quoted me \$127 for my device, and then (after receiving my device, with no scratches, chips, and in full working condition), changed their offer to \$22. I declined their offer and requested they return my device to me. They would not return my device without my calling their company, where they kept me on hold for an hour. They have deceptive business practices and need to be held accountable. I still have no resolution to my case.

Thank you,  
Ellen Weiner

-----  
-----  
-----  
-----  
-----  
-----  
-----

Sent from Ellen's iPad

9 attachments

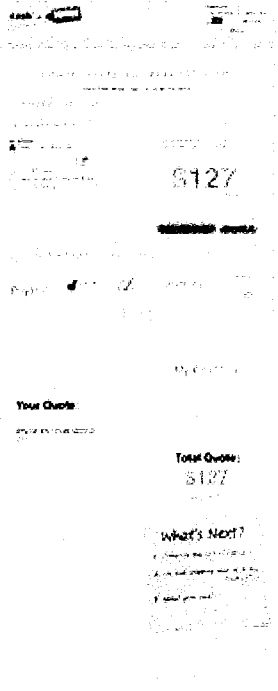


image1.PNG  
322K

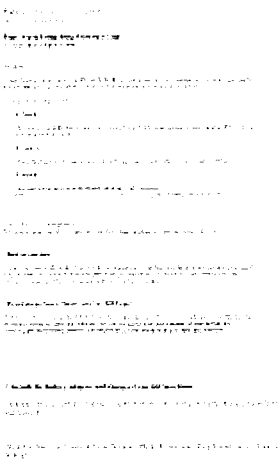


image11.PNG  
121K

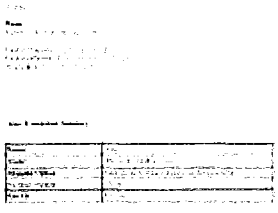


image12.PNG  
466K

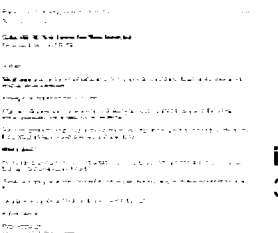


image13.PNG  
236K

image14.PNG  
338K

From: [Redacted]  
To: [Redacted]

Subject: [Redacted]

[Redacted]

[Redacted]

image15.PNG  
509K

[Redacted]

[Redacted]

[Redacted]

[Redacted]

image16.PNG  
292K

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

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[Redacted]

[Redacted]

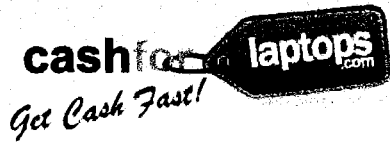
[Redacted]

image17.PNG  
572K



image10.PNG  
150K





Questions? 1-888-821-1143  
7am to 4pm PST Mon - Fri  
Like 2.3k Follow  
8+1 12 Blog



MODEL: APPLE iPhone 4S

## Initial Quote for Apple iPhone 4S 16GB Verizon

### Select Your Model and Get An Initial Quote

1 Search & Find Your Device

2 See Your Initial Quote

**My iPhone:**

Powers on and works fine

Depending on its condition,  
we can pay you as much as

OR

- Does Not Power On
- Has a Damaged or Defective Screen
- Has a Bad Battery

# \$127

See terms and conditions

Working or Not

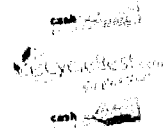
Press: Continue to Proceed to final step

Add Another Device

Continue

Laptop, Smartphone, Tablet

3 Request FREE, prepaid, protective packaging



The Original  
CashForLaptops business  
since 2002

## My Cashbox

### Your Quote:

iPhone 4S 16GB Verizon  
\$127

[Sell now](#)

### Total Quote:

**\$127**

[Add Another Device](#)

[Remove](#)

### What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

From: CashForLaptops Family of Websites

Hide

To: The Best Mom Ever

## Ellen, You're 1 Step Away From Your Cash

October 19, 2014 at 5:07 PM

Hi Ellen,

Congratulations on selling us your iPhone 4S 16GB Verizon! Expect to receive another email from us regarding the free box that you requested. Meanwhile, we've provided below an overview of our process.

### How to Ship Your Device

#### 1. Pack it.

Put your device in the box we sent you. Cushion it with bubble wrap, packing peanuts, or other fillers to keep it secured while in transit.

#### 2. Label it.

Place the shipping label that we provided on the package's largest surface to ensure easy visibility.

#### 3. Mail it.

Schedule a pick-up or drop the package off at any USPS location.

Visit <https://tools.usps.com/go/POLocatorAction!input.action> to find a USPS location near you.

### A Few Friendly Reminders

Before sending us your device, make sure you didn't forget anything by using our simple checklist:

- **Back up your data.**

If you want, transfer all the data from your device to a hard drive (perhaps your laptop or desktop) or a cloud-based solution. Make sure you backed up your phonebook, personal photos, passwords, account numbers and other sensitive information. There is no turning back once you reset your device.

- **We will also perform a "factory reset" or "HDD wipe"**

A factory reset will wipe all the data from your device and return it to default factory settings. This means that your device will operate the same way it did the first time you turned it on. Upon receipt of your device, our company will immediately perform a professional CLEAN WIPE of all your data and software.

• **Include the battery, adapter, and charger if you still have them.**

You don't need to send us extra cases, ear buds, or other accessories that your device came with when you first purchased it.

We will contact you as soon as we receive your iPhone. If there is anything that we can assist you with, we're here to help!

Thanks,

**Brian**

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

### Your Transaction Summary

<b>Brand</b>	Apple
<b>Model</b>	iPhone 4S 16GB Verizon
<b>Shipping Option</b>	Send me packaging and pre-paid shipping label
<b>Payment Option</b>	Check
<b>Sale ID</b>	494130

From: CashForLaptops Family of Websites

Hide

To: The Best Mom Ever

**Order 494130, Your Device Has Been Inspected**

November 5, 2014 at 7:32 PM

Hi Ellen,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$22 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

To: CashForLaptops Family of Websites

Hide

From: The Best Mom Ever

**Re: Order 494130, Your Device Has Been Inspected**

November 5, 2014 at 7:37 PM

I did not agree to sell you my device for \$22. That was not the quote given to me when I agreed to send you my device. Please return my device to me.

I have video of my iPhone 4s 16GB, and there are no scratches and/or cracks on it. I expect it to be returned to me in the exact same condition I sent it to you.

Thank you,  
Ellen Weiner

Sent from Ellen's iPad

On Nov 5, 2014, at 7:32 PM, CashForLaptops Family of Websites  
<[support@cashforlaptops.com](mailto:support@cashforlaptops.com)> wrote:

Hi Ellen,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$22 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

From: CashForLaptops Family of Websites

Hide

To: The Best Mom Ever

**Re: Re: Order 494130, Your Device Has Been Inspected**

November 6, 2014 at 11:29 AM

Dear Ellen,

I'm sorry that you're not happy with the payment you received for your device. We want to make sure you become a satisfied customer and so I would like to direct you to our Seller Services department so they can better assist you with this situation. Please contact 888-821-1143 An agent will be available to assist you from 7am-4pm PST Monday through Friday.

If you leave a voicemail please be sure to leave a message with your first and last name and sale ID number so we can better assist you.

Respectfully,

ken

To: CashForLaptops Family of Websites

Hide

From: The Best Mom Ever

**Re: Order 494130, Your Device Has Been Inspected**

November 6, 2014 at 12:23 PM

I called the number as you requested. The representative told me that your company needed to speak with me to confirm that I want my device returned to me. Now someone has spoken with me and confirmed I want my device returned to me. I waited on hold for more than 30 minutes, and am still on hold now. There is no reason for this, but I do see many online complaints from other consumers about your company's tactics of keeping people on endless hold and not returning their devices.

1. I have a picture of the original quote your company gave me for my device.
2. I took a video of my iPhone 4s 16GB before sending it to you. It has no scratches, chips, etc, and works fine.
3. I have my email request for you to return my device, sent within minutes of your email that was significantly lower than my original quote for my device.
4. I have the phone records of how long your company kept me on hold.

If you do not immediately return my device to me, in the same condition it was sent to you, I will take all of my documentation and submit it to the Better Business Bureau and the Attorney General's Office.

Thank you,  
Ellen Weiner

Sent from Ellen's iPad

On Nov 6, 2014, at 11:29 AM, CashForLaptops Family of Websites  
<[support@cashforiphones.com](mailto:support@cashforiphones.com)> wrote:

Dear Ellen,

I'm sorry that you're not happy with the payment you received for your device. We



Hi esweiner [Sign out](#)

# optimum.

[My Profile](#) [Pay Bill](#) [Support](#)

[TV](#) [Phone](#) [Internet](#)

[← Back to Phone Features](#)

You are looking at information for phone number (914) 302-7568

To check your Voicemail call (914) 630-4800

## Call History

### Select Call History View

Date Range

Begins

Ends

[Go](#)

### Call History Details

From Oct 7, 2014 to Nov 6, 2014

Total Number of Minutes: 279:41

Total Number of Calls: 83

[Print](#)

[Go](#)

<input checked="" type="checkbox"/>	Date & Time	Type	Number	Location	Mins.
1	11/06/2014 11:53 AM	Outbound	(888) 821-1143	Toll Free	58:21
2	11/05/2014 07:47 PM	Outbound	(888) 634-4409	Toll Free	0:12

**COMPLAINT ACTIVITY REPORT Case # 11033867 BBB Serving Northern Nevada**

**Consumer Info:** Weiner, Ellen Susan  
 521 Chase Rd  
 Yorktown Heights, NY 10598-6119  
 914 302-7568 845 222-8521  
 RebbetzinEllen@gmail.com

**Business Info:** Laptop & Desktop Repair, LLC  
 888 821-1143

**Location Involved:** (Same as above)

**Consumer's Original Complaint :**

I was given a quote of \$127 for my Verizon iPhone 4s 16GB. I immediately mailed my phone to this company. They proceeded to send me an email that they'll issue me \$22 for my device. I've declined their offer and requested that they return my device. They sent another email, telling me to call their number. When I called, their representative told me that they need to speak with me to return my device to me, and then she proceeded to "transfer" me to another department that does not pick up the phone. I've been on hold for more than 45 minutes. I took a video of my device before mailing it to them. It has no scratches, chips, etc., and is in full working order. I've declined, in writing and over the phone, their significantly lower than agreed upon price. They have not returned my device to me, as outlined in their Terms and Conditions. Their business practices seem fraudulent!  
 Product\_Or\_Service: Verizon iPhone 4s 16GB

**Consumer's Desired Resolution:**

DesiredSettlementID: RefundI would like my device to be returned to me, or a check to be issued to me for the original amount THEY quoted me, I have all documentation to support that their business practices are fraudulent.

**BBB Processing**

11/06/2014 web BBB CASE RECEIVED BY BBB : Please see document online.  
 11/06/2014 tms BBB Case Reviewed by BBB  
 11/06/2014 Otto EMAIL Send Acknowledgement to Consumer  
 11/06/2014 Otto EMAIL Notify Business of Dispute  
 11/11/2014 WEB BBB RECEIVE BUSINESS RESPONSE : BBB # 11033867

I have contacted Ms. Weiner and gave her an additional amount of \$50 dollars which she accepted for a total of \$100 for the iPhone 4s.

In regards to the 2 iPads that Ms. Weiner has coming to us currently in transit, I have informed her that once we do receive the device we will process a return to Ms. Weiner as stated in her resolution.

We appreciate your cooperation in our efforts to resolve this matter and we consider this closed.

Respectfully,  
 Kenneth

11/12/2014 tms EMAIL Forward Business response to Consumer  
 11/13/2014 WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

Someone from the company did call me and tell me that they would be issuing me an additional check for \$50, "as a measure of customer service" for what I experienced. They were very clear that THAT was their reason, and that it had nothing to do with their original quote.

They did tell me that they would be returning my two 1st Generation iPads (64GB WiFi) when they received them, and I told the person that I didn't want them to do that; that I wanted them to honor their quotes of \$93 (per ipad), and inspect the iPads and respond according to their agreement. The person refused, stating that they have the right to refuse my business, even though they've already entered an agreement with me, and will be returning my iPads to me without going through the process of inspecting them and contacting me about them. The person told me that they wouldn't pay me the \$93 (per iPad) UNLESS the iPads were factory sealed and brand new, which is NOT what it states on their website when they gave their quotes of \$93 and \$93. The person went on to tell me that even though my iPads are both in mint condition, they would not pay me more than \$30-\$40 for each iPad, IN SPITE OF THEIR QUOTE OF \$93 AND \$93, and that they didn't want to deal with me anymore because I reported them to the Better Business Bureau and the Attorney General in Nevada.

This is a fraudulent company, and they need to be held accountable.

11/13/2014 tms EMAIL Forward Consumer Rebuttal to Business  
 11/15/2014 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : Ms. Weiner should receive a return tracking number on Monday for the return of her two tablets.

Respectfully  
 Antionette

11/18/2014 tms EMAIL Send Business' Rebuttal Response to Consumer  
 11/20/2014 WEB BBB CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

1. I did not request the return of my 2 tablets. My request in this BBB filing was for the return of my iPhone 4s 16GB OR for the payment close to their quote of \$127.

2. This business is returning my 2 1st Generation iPads 64GB WiFi because they do not want to honor their quotes of \$93/iPad. I wanted them to honor their quotes of \$93/iPad. Their representative told me on the phone that they would not pay me what they quoted me unless the iPads were new and factory-sealed, WHICH IS NOT WHAT IT SAYS ON THEIR WEBSITE WHEN THEY PROVIDE THE QUOTE AND SHIP THE BOX FOR THE DEVICE(S) TO BE SENT TO THEM. Their representative told me that they would pay me approximately \$30-40/iPad even though their quote was for \$93/iPad.

3. When I shipped my 2 1st Generation iPads 64GB WiFi to this company, I sent them in their original boxes, that had the factor-printed serial numbers on the backs of the original boxes, that matched the serial numbers on the iPads. I won't know whether they're returning MY 2 1st Generation iPads 64GB WiFi until I have them in hand and can compare them with the video that I took before shipping my 2 1st Generation iPads 64GB WiFi to this company.

4. I took video of my 2 1st Generation iPads 64GB WiFi before packing them and shipping them to this company, to have documentation of them both being in EXCELLENT condition, with no scratches, cracks or any markings on them, and that they both worked perfectly. Until I have these 2 1st Generation iPads 64GB WiFi in hand, I won't know whether this business is returning them in the same condition that I sent the 2 1st Generation iPads 64GB WiFi to the them.

11/20/2014 tms EMAIL Forward Consumer Rebuttal to Business  
11/25/2014 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : "We reserve the right to refuse to purchase any item that you send us for any reason we deem, in our sole discretion, to be sensible."  
This is stated in our terms and conditions which she did accept.  
Her 2 device have been returned and here is the tracking number to confirm it:  
UPS Tracking number: 1Z99AY050391230773  
Respectfully,  
Kenneth

11/25/2014 mdj EMAIL Send Business' Rebuttal Response to Consumer  
11/26/2014 WEB BBB CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

My 2 devices were returned NOT in the same condition that I sent them to this company. I took a video of my devices before shipping them to this company, and they've clearly been tampered with, and there are fingerprints all over the screens to prove it. Additionally, this company scratched up one of the screens quite a bit.

The sole reason this company returned my 2 iPads to me is because I reported them to the Better Business Bureau and the Attorney General's Office for their fraudulent business practices which I experienced with my iPhone 4s. These followup comments are all about the 2 iPads, and not one of their comments has addressed their fraudulent business practices and/or my iPhone 4s.

11/26/2014 mdj EMAIL Forward Consumer Rebuttal to Business  
11/29/2014 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : The way we received the devices is the way we inspect them. We were able to inspect both devices and have records of the evaluation and were not in mint condition.  
we are sorry that Ellen is not happy with our process and have returned both devices as stated in her resolution.  
We appreciate your cooperation in our efforts to resolve this matter and we consider this closed.  
Respectfully,  
Kenneth

4:25  
12/19/14  
LG  
12/04/14  
3:57



# Fax Cover Sheet

**JMV EXECUTIVE SUITES, Inc.**  
22148 Sherman Way, Suite 105  
West Hills, CA 91303  
(818) 822-3904  
(818) 592-6929 Fax

<b>Send to:</b> <b>Nevada Attorney General</b>	<b>From:</b> Joe Vogt
<b>Attention:</b> <b>To whom it may concern</b>	<b>Date:</b> Dec. 03, 2014
<b>Office location:</b>	<b>Office location:</b> Same as Stated above
<b>Fax number:</b> <b>(702) 486-3768</b>	<b>Phone number:</b> <b>(818) 822-3904</b>
<b>Subject:</b> Fraud	

Urgent    Reply ASAP    Please comment    Please review    For your information

Total pages, including cover: 8

**Comments:**

Please see attached.

I thank you for your time and consideration.

**NOTE:** The information contained in this fax and any attachments is intended only for the use of the Individual to which it is addressed and contains information that is privileged and confidential. You are hereby notified that any dissemination, distribution or copying of such documents is strictly prohibited by law. If you received this fax in error, please call (818) 822-3904 and destroy this document.



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

I... I called them and they told me to call them and an hour later they called me. Their phone system automatically hangs up on you after 5 minutes of being on hold. I have also sent them 8 e-mails which they continue to tell me to call their phone number that hangs up on you.

Have you contacted another agency for assistance? Yes No If so, which agency? Reported the to USPSHave you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last

First

Phone

Address

City

State

Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No**SECTION 3.****Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.**

My complaint is:

I was looking on the internet for a company to sell me old iPhone 4s since I purchased a new one. I found [ecyclebest.com](http://ecyclebest.com). I went into their web site and they have a area for you to fill out to get a quote of what your phone is worth. I filled everything out and they told me it was worth \$113.00. So they sent me an USPS pre-paid postage label for me to send my phone in. I sent my phone in. I got an e-mail about 5 days later from Ecyclebest and they told me that they reviewed my phone and would only paid me \$18.00. The phone I sent them looked brand new. There wasn't a scratch on it. I e-mail them back and told them I was interested in selling it to them for \$18.00 and to please return my selling phone. They sent me another e-mail telling me that I had to call their customer service and request the phone be returned. Needless to say I have been calling them for 4 days now 4 to 5 times a day and still have not been able to talk to them. When you call their phone number it puts you on hold and if you are on hold more then 5 minutes it hangs up on you. If your lucky to get though before the 5 minutes are up, then you told by customer service you have to talk to their purchasing department. Guess what? They put you on hold again and it also automatically hangs up on your after 5 minutes. So to this time I have not been able to talk to anyone and they will not call you if you request that. You have to call the. I need your help along with many others I am sure of.

**SECTION 4.**

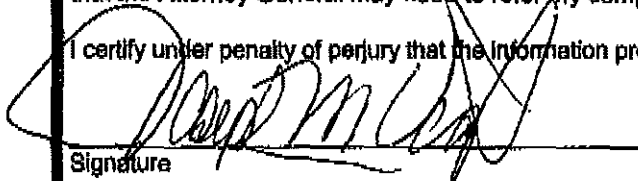
**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.**

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is not my private attorney, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does not represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.



Joseph M Vogt

Signature

Print Name

12/3/2014

Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



84 Coney Island Dr  
 Sparks, NV 89431  
 1-888-821-1143

# Packing Slip

**IMPORTANT**

Send this Packing Slip  
 back with your device.

*ORDER # 516821*

<b>Order Date:</b>	11/18/14
<b>Name:</b>	Joseph Vogt
<b>Address:</b>	7294 GLENHAVEN CT
<b>City, State, Zip:</b>	west hills, CA 91307
<b>Phone:</b>	818-822-3904
<b>Email:</b>	joemama52@yahoo.com
<b>Shipment Number:</b>	271485
<b>Device(s):</b>	Apple iPhone 4S 16GB Verizon



**IMPORTANT!** Before mailing your device, please make sure you **TURN OFF** the **Find my iPhone** feature.

Learn how to switch off this setting here:

[www.ecyclebest.com/faq/find-my-iphone](http://www.ecyclebest.com/faq/find-my-iphone)

Turning off **Find my iPhone** helps the buyer inspect your device faster which means you get paid sooner.

\$113.00

*Report to USPS.*

Vogt, Joseph

516821

341151



*LHV*



FROM:  
JOSEPH VOGT  
7294 GLENHAVEN CT  
WEST HILLS CA 91307-1259

POSTAGE DUE COMPUTED  
BY POSTAGE DUE UNIT

POSTAGE \_\_\_\_\_  
TOTAL POSTAGE AND FEES DUE \$ \_\_\_\_\_

FIRST CLASS

0000

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



USPS TRACKING #



9321 6899 3200 0003 5741 04

271485

MERCHANDISE RETURN LABEL

PERMIT NO. 16  
E/CYCLEBEST/CFI/CFL

SPARKS NV 89431  
84 CONEY ISLAND DR

POSTAGE DUE UNIT  
US POSTAL SERVICE  
750 4TH ST  
SPARKS NV 89431-7419

12/3/2014

Joemama52 - Yahoo Mail

Home Joseph



Compose

Navigation icons: back, forward, delete, move, spam, more, collapse all

- Inbox
- Drafts
- Sent
- Spam (1)
- Trash
- ▼ Folders
  - am
  - Misc.
  - Notes
  - untitled
  - Water Damage
- ▼ Smart Views
  - Unread
  - Starred
  - People
  - Shopping
  - Finance
- ▶ Recent

Order 516821, Your Device Has Been Inspected( People)

**Ecyclebest** Nov 25

To me

Hi Joseph,  
**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors. Nothing to do now but receive your cash! After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$18 for the device.  
 This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device.  
**What's Next?**  
 No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check. Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it. Have an amazing day and look out for your check in the mail!  
 In Your Service,  
 Peter Thompson  
 Customer Satisfaction Champion

Reply, Reply All or Forward | More

me Nov 25

To Ecyclebest

**NO NO NO. I am not selling you the phone for \$18.00. That is bull shit. Your web site stated it was worth \$113.00 if it was in the condition I stated. I will not sell it to you for your offer of \$18.00. Please return at once. If not I will turn this issue over to my attorney and let them deal with you. I printed you web page that stated how much our phone was worth and that is way we sent it you.**

▶ Show message history

Reply, Reply All or Forward | More

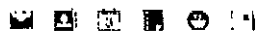
View original

1/1

12/3/2014

joemama62 - Yahoo Mail

Home Joseph



Compose

Delete Move Spam More

- Inbox
- Drafts
- Sent
- Spam (1)
- Trash
- ▼ Folders
  - am
  - Misc.
  - Notes
  - untitled
  - Water Damage
- ▼ Smart Views
  - Unread
  - Starred
  - People
  - Shopping
  - Finance
- Recent

Re:

CashForLaptops Family of Websites Nov 28 at 9:26 AM To me

Dear Joseph,  
 I'm sorry that you're not happy with the offer you received for your device. We want to make sure you become a satisfied customer and so I would like to direct you to our Seller Services department so they can better assist you with this situation. Please contact 888-821-1149. An agent will be available to assist you from 7am-4pm PST Monday through Friday Saturday 7am-3:30PM PST.  
 If you leave a voicemail please be sure to leave a message with your first and last name and sale ID number so we can better assist you.  
 Respectfully,  
 Nathan

Reply, Reply All or Forward | More

Click to reply all

Send





How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  Financed  Wire Transfer:  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I was quoted \$117 for my iPhone 4S which was in mint condition. I sent in the phone and received an email stating they would only pay me \$17. I responded that this was not acceptable and that I would like my phone returned. My email went unanswered so I tried to call. I called on 12/1, twice on 12/2 and once on 12/3. On both 12/1 and 12/2 was told I needed to speak with someone in purchasing all 3 times I was put on hold and after approx. 20 minutes a recording stated to call back another time when they were not as busy. I was then disconnected. When I called on 12/3 I advised the person that answered (Kevin) that if I was disconnected again my next contact would be to the AG of Nevada. Kevin assured me I would get a call back if I was disconnected. Once again I was disconnected and nobody called me back. At this point all I want is my phone returned.

**SECTION 4.**


List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

12/03/14

\_\_\_\_\_  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

*See ATTACHED LETTER*

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

*SEE ATTACHED LETTER*




**SECTION 5.**

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I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

Edi M. A. Agles  
Print Name

11/25/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

12-2-14  
LG  
9:30

**Elli M. A. Mills, JD, MBA**

**Consultant**  
5401 Longley Lane  
Suite 42  
Reno, NV 89511  
775 826-7800  
[ElliMills@aol.com](mailto:ElliMills@aol.com)

November 25, 2014

State of Nevada  
Office of the Attorney General  
100 N. Carson Street  
Carson City NV 89701

RE: Consumer Complaint – Bait and Switch cell phone purchase operation

Gentlemen:

I would like to file a formal complaint against a company called Cash For iPhones which has offices at 84 Coney Island Way, Sparks, NV. In short, these people suggested that they would pay me \$247 for my Iphone 5 which was in perfect condition. When they inspected my phone, they said they would pay me \$40. Details below. I went to their offices and insisted that they give me my Iphone back, which they did. I am filing this complaint because I suspect these people swindle many people who are not in a position to do what I did to get their phones returned.

Complaint:

Section 1  
My name:

Mr. Elli M. A. Mills  
5401 Longley Lane  
Suite 42  
Reno, NV 89511  
Phone: 775 826-7800; Email: [ElliMills@aol.com](mailto:ElliMills@aol.com); can call me at that number during business hours.

Business Complaint is Against:  
Cash for iPhones; Cash for Laptops; ecyclebest  
84 Coney Island Drive  
Sparks, NV 89431  
888 821-1143  
[www.cashforiphones.com](http://www.cashforiphones.com)

Section 2: Made no payments  
Have not contacted any other agency

Section 3:  
I contacted this organization on the web to sell my Iphone 5 64 GB ATT phone which is in perfect condition. Through it use it has been in a Life Proof Case which protected it from any damage or scratches.

On the website, the company said they would pay up to \$247 for the Iphone depending on condition. The company sent me a mailer, I filled it out correctly, and returned it to the company. Yesterday, I received an email from the company advising me that they would process a check for \$40 to pay for my phone. I immediately responded by email to advise them that their offer was not acceptable and that they should return my phone. I heard nothing back from them. Today, I started calling their 888 number, above. The phone was never answered and eventually they supposedly took a message. Having done this several times, I noticed that the company was located in Sparks, about 15 minutes from my office. I decided to go to their installation. There, I spoke to several people who at first told me that it would take some time to find my phone. Finally, the general manager, name unknown, came out to talk to me. I explained the circumstances. He said he would give me his card and have my phone for me at 10 AM the next morning.

As I was getting my card to give to him, he came out to my car and gave me my phone back, which they had just found. On the Iphone Inspection sheet, a copy of which is attached, it says that the home button and touch screen are heavily scratched, and that the back cover and frame are had medium scratches. It rated my phone as a D. I showed this report to the manager along with my phone which is in perfect condition. He said that they had some trouble with their inspectors. Sure they did!!!!

This obviously is a ploy. Anyone could see that my phone was in perfect condition. They obviously phony up reports to pretend they have justification for cheating the public.

Other than the cost to drive up there and the time I spent on the phone trying to get someone there to talk to me, I have suffered no damages. However, I am sure that this treatment of me is typical for this company and that they cheat many other unsuspecting consumers. It is really an outrage to think that they get away with this bait and switch fraud and that they are in Northern Nevada (probably from California).

I am an attorney by training and will be happy to do whatever is appropriate to assist you in any efforts to stop these people.

Section 4:

Attached documents:

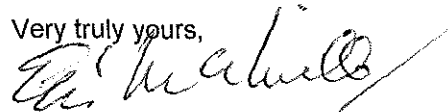
- 1) Example of a quote which I pulled off their website today. It say \$227 for my Iphone in excellent status, when I went to their website last week, they offered \$247.
- 2) Contact form from their website
- 3) Copy of the packing slip for sending my phone to them.
- 4) Copy of email with transaction slip and Sale ID # 511701
- 5) Copy of mail label showing their address at 84 Coney Island Way, Sparks NV 89431
- 6) Iphone inspection sheet from their company
- 7) Copy of email received yesterday with the statement that they would pay \$40 for my Iphone.

Section 5

SEE ATTACHED FORM

Thank you for your review of this matter.

Very truly yours,



Elli M. A. Mills

Attachments



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

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HOME > CONTACT US

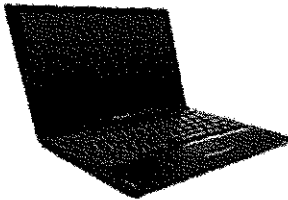
## Contact Us

We're Ready to Help You!

### Need to Contact Us?

For inquiries regarding our services please use the Contact Form at right or call us toll-free at 1 888 821-1143. Our Customer Service Team is available 7:00 am to 4:00 pm (PST) from Monday to Friday and 7:00 am to 3:30 pm (PST) on Saturday.

**cashforlaptops.com**  
*Get Cash Fast!*  
E-mail: [info@cashforlaptops.com](mailto:info@cashforlaptops.com)



### Contact Form

\*Questions or Comments

\*Name

\*E-mail

\*Security Code



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Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

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Sell Your iPhone by: MODEL | CONDITION | CARRIER

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Home > Estimator

## Initial Quote for Apple iPhone 5 64GB ATT

The Original  
CashForLaptops business  
since 2002

Select Your Model and Get An Initial Quote

**1 Search & Find Your Device**

**2 See Your Initial Quote**

**My iPhone:**

Powers on and works fine **OR**  Does Not Power On

Has a Damaged or Defective Screen

Has a Bad Battery

Depending on its condition, we can pay you as much as

# \$227

see terms and conditions

Working or Not  Please Continue to Proceed to final step

**Add Another Device >** **Continue >**

Laptop, Smartphone, Tablet

**3 Request FREE, prepaid, protective packaging**

**My Cashbox**

[Sell now](#)

iPhone 5 64GB ATT  
\$227 [Remove](#)

# \$227

[Add Another Device](#)

**What's Next?**

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

**Sell Your iPhone by Model**

- iPhone 4
- iPhone 4s
- iPhone 5
- iPhone 5s
- iPhone 5c

**Sell Your iPhone by Condition**

- New iPhone (out of the box)
- Old iPhone (barely used)
- Used iPhone (not damaged)
- Damaged iPhone (not broken)
- Broken iPhone (still works)
- Dead iPhone (not working)

**Sell Your iPhone by Carrier**

- AT&T
- Boost Mobile
- Cricket
- MetroPCS
- Sprint
- Verizon
- Other Carrier
- Unlocked

**Other Resources**

- Help/FAQ
- Blog
- Resources
- Press

[Terms and Conditions](#) [Privacy](#) [Site Map](#)

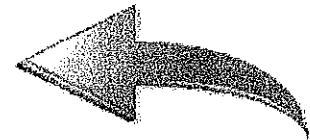
Copyright © 2002 - 2014 CashForIPhones.com



84 Coney Island Dr  
 Sparks, NV 89431  
 1-888-821-1143

# Packing Slip

**IMPORTANT**  
 Send this Packing Slip  
 back with your device.



<b>Order Date:</b>	11/12/14
<b>Name:</b>	Elli Mills
<b>Address:</b>	5401 LONGLEY LN STE 42
<b>City, State, Zip:</b>	Reno, NV 89511
<b>Phone:</b>	775-846-8657
<b>Email:</b>	ElliM@aol.com
<b>Shipment Number:</b>	267275
<b>Device(s):</b>	Apple iPhone 5 64GB Unlocked



**IMPORTANT!** Before mailing your device, please make sure you TURN OFF the **Find my iPhone** feature.

Learn how to switch off this setting here:

[www.ecyclebest.com/faq/find-my-iphone](http://www.ecyclebest.com/faq/find-my-iphone)

Turning off **Find my iPhone** helps the buyer inspect your device faster which means you get paid sooner.

Mills, Elli

511701

337728



Subj: **Elli, You're 1 Step Away From Your Cash**  
Date: 11/11/2014 4:13:59 P.M. Pacific Standard Time  
From: [support@cashforiphones.com](mailto:support@cashforiphones.com)  
To: [ElliM@aol.com](mailto:ElliM@aol.com)

Dear Elli,

Hi, it's Brian, purchasing manager at EcycleBest / CashForLaptops family of websites. You've made a really smart move by deciding to turn your iPhone 5 64GB Unlocked into cash. Here are a few tips on how this works:

• **Get Ready for Your Personal Countdown to Cash!**

Watch the mail for your pre-paid laptop return shipping box. It is being being sent to you right now and will arrive at your doorstep in 5-7 business days.

• **Act Fast And Get Our Special Bonus Gift!**

If you ship yo ur device back to us within 5 business days of receipt, you will receive a Special Bonus Gift.

• **Important Tip: We will erase and detroy all the data on your device.**

Upon receipt of your device, our company will immediately perform a professional CLEAN WIPE of all your data and software.

• **Send The Package Back Fast and Get The Cash Even FASTER!**

In most of transactions - we mail or deposit money into your PayPal account the VERY NEXT DAY after we receive your device in the mail.

• **Hurry UP, Ship Your Device Back ASAP!**

The countdown is on. For cash. For your special gift. And to put an old device to good use.

Thanks,

**Brian**

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**Your Transaction Summary**

<b>Brand</b>	Apple
--------------	-------

Monday, November 24, 2014 AOL: ElliM

<b>Model</b>	iPhone 5 64GB Unlocked
<b>Shipping Option</b>	Send me packaging and pre-paid shipping label
<b>Payment Option</b>	Check
<b>Sale ID</b>	511701





**UNITED STATES  
POSTAL SERVICE**



# Important

- Use this prepaid shipping label to get cash for your gadget.
- You don't need to prepare your gadget – ship it as is!
- Your data will be safely and professionally removed.

## Your mailing options

- Schedule a Free USPS Pickup at [USPS.com](http://USPS.com)  
or
- Put it in your mailbox (for smaller packages)  
or
- Give it to your friendly mail carrier  
or
- Take this mailer to the nearest USPS office

*Questions? Call 1 (888) 821-1143*

<b>FROM:</b> ELLI MILLS 5401 LONGLEY LN STE 42 RENO NV 89511-1817	<b>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</b>
<b>POSTAGE DUE COMPUTED BY POSTAGE DUE UNIT</b>	<b>FIRST CLASS</b>
POSTAGE TOTAL POSTAGE AND FEES DUE \$ _____	
<hr/> <b>USPS TRACKING #</b>	267275
	<b>MERCHANDISE RETURN LABEL</b>
9321 6699 3200 0003 5319 54	PERMIT NO 18 SPARKS NV 89431 EGYCLEBESTACFICFL 84 CONEY ISLAND DR
<b>POSTAGE DUE UNIT US POSTAL SERVICE 750 4TH ST SPARKS NV 89431-7419</b>	

## iPhone Inspection

**Brand / Model:** Apple iPhone 5 64GB Unlocked  
**Sale ID Number:** 511701

**Date Inspected:** 11/24/14  
**Inspected By:** Teresa

### Mechanical/Cosmetic

<b>Gift Card:</b>	Yes
<b>Adapter:</b>	Missing
<b>Cables:</b>	Missing
<b>Password Protected:</b>	No
<b>ESN Number:</b>	013332097604822, Clear
<b>Home Button:</b>	Heavy Scratches, Heavy Wear
<b>Touch Screen Cosmetic:</b>	Heavy Scratches, Heavy Wear
<b>Back Cover:</b>	Medium Scratches
<b>Frame:</b>	Medium Scratches
<b>Grade:</b>	D

### Summary

**Notes:**

Subj: **Order 511701, Your Device Has Been Inspected**  
Date: 11/24/2014 4:34:07 P.M. Pacific Standard Time  
From: [support@cashforiphones.com](mailto:support@cashforiphones.com)  
To: [ElliM@aol.com](mailto:ElliM@aol.com)

Hi Elli,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$40 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

### ***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

Monday, November 24, 2014 AOL: ElliM

LG  
9:48  
12/2/14  
AW  
8:40  
12/1

**Luisa Stefanelli**

---

1641 Middlecoff Court  
Columbus, Ohio 43228  
Cell: 614-314-7550  
e-mail: [LuisaAtty@aol.com](mailto:LuisaAtty@aol.com)

Date: 11-29-2014  
To: State of Nevada Office of Attorney General  
Telephone: 1-775-684-1100  
Fax: 775-684-1108

From: Luisa Stefanelli  
Fax: 614-274-0680,  
Cell: 614-314-7550  
E-mail: [LuisaAtty@aol.com](mailto:LuisaAtty@aol.com)

Pages: \_\_\_\_\_ 21

**COMMENTS:**

**PRIVACY NOTICE**

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, or exempt from disclosure under applicable federal or state law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately, by telephone. Thank you.

faxcvr



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701  
Phone: 775-684-1100 Fax: 775-684-1108

555 E. Washington Ave., #3900 Las Vegas, NV 89101  
Phone: 702-486-3420 Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BOP  GI  
 IFU  OML  MFU  
 MFCU  FIU  WOFU  
(Stamp here)

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Stefanelli Luisa V  
Last First MI

Your Address: 1641 Middlecoff Court  
Address City State Zip

Your Phone Number: 614-274-0680 614-314-7550 614-274-0680  
Home Cell Work Fax

Email: LuisaAtty@aol.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash for Laptops, Cash for iPhones, eCycleBest.com

Individual/Contact: Team Ecycle Best, Ann, Brian  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Drive, Sparks, NV 89431  
Address City State Zip

Individual/Business Phone: 1-888-821-1143  
Work Mobile Fax

Individual/Business Email: support@cashforiphones.com, www.CashForiPhones.com

Individual/Business Web Site: www.CashForiPhones.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? I sent them an Iphone 6s, 32GB, ATT in excellent condition

Date(s) of payments (mm/dd/yyyy): contacted, 11-13-2014; received 11-23-2014

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): attached correspondence

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

I contacted the BBB

Have you contacted another agency for assistance? Yes No If so, which agency? BBB of Northern Nevada

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

On 11-13-2014, I reviewed a website, Cahsforlaptops, cashforiphones, ecyclebest.com. They were offering to pay \$387 for my type of phone. They sent me a packing slip, ( shipment no. 268249, sale ID 512953, user id. 3384661) I mailed in the phone with cord and adapter immediately and on 11-23-2014, I received an email that they had received my iphone and were inspecting it. On 11-25-2014, they offered me \$60 for this Iphone. I attempted to contact these people many times to no avail. I contacted the BBB of Northern Nevada and demanded the \$387 or immediate return of my phone. Case # 11034139. On 11-28-2014, I received a call from someone at ecyclebest offering me \$200 or to return the phone to me on their terms and conditions. I tried to indicate to ecycle best and the bbb that at this point, the only thing that would make me whole is the \$387.00 which they advertised when I made arrangements to sell the phone to them. The iphone is a 5s, 32GB ATT, model ME310LL/Am serial no. C39LHFE2FFFM. It is in excellent condition. Ecyclebest is claiming that it has scratches etc and wanted to pay me \$60, now maybe \$200. They advertised on 11-13-2014, \$387. A few days ago I they were offering \$330 for such a device. Given the nature of the situation, the only think that will make me whole, is a certified check for \$387.00. Today, they are advertising \$257.00. If they were to return the phone, I do not know when I would receive it and what condition it might be in; or even if it is my phone. I think that these people are scam artists and need to be held accountable to their advertising. The resale value of the phone has decreased with time.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

Documents will be attached.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Luisa Stefanelli                      Luisa Stefanelli  
 Signature                                      Print Name

11-29-14  
 Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No  
 If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

<b>I am (mark all that apply):</b>	<b>Ethnic Identification:</b>	<b>Primary Language:</b>
<input type="checkbox"/> Income below federal poverty guideline	<input checked="" type="checkbox"/> White/Caucasian	<input checked="" type="checkbox"/> English
<input type="checkbox"/> Disaster victim	<input type="checkbox"/> Black/African American	<input type="checkbox"/> Spanish
<input type="checkbox"/> Person with disability	<input type="checkbox"/> Hispanic/Latino	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Medicaid recipient	<input type="checkbox"/> Native American/Alaskan Native	
<input type="checkbox"/> Military service member	<input type="checkbox"/> Asian/Pacific Islander	
<input type="checkbox"/> Veteran	<input type="checkbox"/> Other: _____	
<input type="checkbox"/> Immediate family of service member/veteran		

May we provide your name and telephone number to the media in the event of an inquiry about this matter?  
 Yes  No

How did you hear about our complaint form (please choose only one):  
 Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office  
 Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website  
 AG Social Media Sites  Media: Newspaper/Radio/TV  Other

BBB Complaint Case# 11034139 (Ref#87-4001245-11034139-3-200)

Page 1 of 1

From: Better Business Bureau <reno.tms@bbb-email.org>

To: Ms Luisa Stefanelli <LuisaAtty@aol.com>

Subject: BBB Complaint Case# 11034139 (Ref#87-4001245-11034139-3-200)

Date: Thu, Nov 27, 2014 8:00 am

Complaint ID#: 11034139

Business Name: Laptop & Desktop Repair, LLC

Thank you for contacting the Better Business Bureau. Your complaint was received by the BBB on November 26, 2014 and has been assigned case # 11034139. Please make a note of this number for future reference.

Your complaint has been applied to the following business:

Laptop & Desktop Repair, LLC

84 Coney Island Dr

Sparks, NV 89431

The case has been reviewed and has now been forwarded to the company for its response. The company will be asked to respond within 14 days, and if a response is not received, a second request will be made. You will be notified of the company's response when we receive it (or notified that we received no response).

We encourage you to use our ONLINE COMPLAINT system to keep up with the progress of this complaint. To view the details of your case please go to the following website address:

<https://www.bbb.org/reno/complaintreply/c>

Please use the following to log in:

Case ID: 11034139

Password: z2ka2w

Sincerely,

Terry Schiller

BBB Trade Practices

You can manage your email preferences and unsubscribe from emails sent by Better Business Bureau by following the link below. Unsubscribing from BBB emails may delay resolution of disputes as email is the fastest way for us to communicate with you. To unsubscribe from BBB emails, please go to the following link (requires verification by email): <http://reno.app.bbb.org/emailopt/initial/87/LuisaAtty@aol.com>.



**COMPLAINT ACTIVITY REPORT Case # 11034139 BBB Serving Northern Nevada**

**Consumer Info:** Stefanelli, Luisa **Business Info:** Laptop & Desktop Repair, LLC  
 1041 Middlecoff Ct 84 Coney Island Dr  
 Columbus, OH 43228-7040 Sparks, NV 89431  
 614.314-7550 614 314-7550 888.821-1143  
 LuisaAtty@aol.com

**Location Involved:**(Same as above)

**Consumer's Original Complaint :**

The company advertised that they would give a high price for my iPhone, then only offered to pay \$60 for it. I have attempted to contact the company

I contacted this company 11-13-14. The claimed to purchase my iPhone 5s 32 GB ATT for \$387. I sent the iPhone to them with cord and adapter in their box. Last night I got an email telling me that they would pay \$60 for it. I immediately responded telling them to either pay me \$387 as advertised, or return it to me immediately. I have tried to call many times, with no success. I want the \$387, or the phone returned to me immediately. My address is: 1641 Middlecoff Court, Columbus, Ohio 43228. This phone is in perfect condition and working order. If they do not send me a check for the \$387, the phone needs to be returned in perfect condition. The model number is: ME 310LL/A. The serial number is: C39LHFE2FFFM.

**Consumer's Desired Resolution:**

I either want the \$387. As advertised sent to me by certified check., or the phone returned to me in perfect condition. The address: 1641 Middlecoff Court, Columbus, Ohio 43228

**BBB Processing**

11/28/2014 web BBB Case Received by BBB  
 11/26/2014 mdj BBB Case Reviewed by BBB  
 11/26/2014 Otto EMAIL Send Acknowledgement to Consumer  
 11/26/2014 Otto EMAIL. Notify Business of Dispute  
 11/28/2014 WEB BBBRECEIVE BUSINESS RESPONSE : BBB Case # 11034139

I contacted Luisa by means of verbal communication to better assist her situation. I have processed a return for her device and she will receive an email with the tracking information from UPS.

We appreciate your cooperation in our efforts to resolve this matter and we consider this closed.

Respectfully,  
 Kenneth

From: **CashForLaptops Family of Websites**  
 Subject: **Luisa, You're 1 Step Away From Your Cash**  
 Date: **November 13, 2014 at 8:27 AM**  
 To: **Stefanelli V Luisa**

Dear Luisa,

Hi, It's Brian, purchasing manager at EcycleBest / CashForLaptops family of websites. You've made a really smart move by deciding to turn your iPhone 5S 32GB ATT into cash. Here are a few tips on how this works:

**• Get Ready for Your Personal Countdown to Cash!**

Watch the mail for your pre-paid laptop return shipping box. It is being being sent to you right now and will arrive at your doorstep in 5-7 business days.

**• Act Fast And Get Our Special Bonus Gift!**

If you ship your device back to us within 5 business days of receipt, you will receive a Special Bonus Gift.

**• Important Tip: We will erase and destroy all the data on your device.**

Upon receipt of your device, our company will immediately perform a professional CLEAN WIPE of all your data and software.

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In most of transactions - we mail or deposit money into your PayPal account the VERY NEXT DAY after we receive your device in the mail.

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The countdown is on. For cash. For your special gift. And to put an old device to good use.

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
 Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
 eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**Your Transaction Summary**

<b>Brand</b>	Apple
<b>Model</b>	iPhone 5S 32GB AT&T
<b>Shipping Option</b>	Send me packaging and pre-paid shipping label
<b>Payment Option</b>	Check
<b>Sale ID</b>	512953

**CashForiPhones.com**  
**Order Summary for:**

BRAND:	Apple
MODEL:	iPhone 6S 32GB ATT
USER ID:	338466
SHIPPING OPTION:	Send me a box
PAYMENT OPTION:	Check
SALE ID:	612953

Thank you and congratulations for choosing CashForiPhones.com and turning your used..... fast and easy cash!

**Prompt Payment Policy:** We will mail your payment check (or pay you via Paypal if that is your choice) the next business day after we receive and inspect your device at our facility.

We will pay you as soon as we confirm condition of your device and payout amount (via email or telephone).

Please include all accessories including AC adapters and cables  
Please pack all devices in this box  
Please send back one copy of this summary sheet

www.CashForiPhones.com  
894 Glendale Ave #1  
Sparks, NV 89431  
1-888-821-1143



84 Coney Island Dr  
Sparks, NV 89431  
1-888-821-1143

# Packing Slip

**IMPORTANT**

Send this Packing Slip  
back with your device.



<b>Order Date:</b>	11/13/14
<b>Name:</b>	Luisa Stefanelli
<b>Address:</b>	1641 MIDDLECOFF CT
<b>City, State, Zip:</b>	Columbus, OH 43228
<b>Phone:</b>	614-314-7550
<b>Email:</b>	LuisaAtty@aol.com
<b>Shipment Number:</b>	268249
<b>Device(s):</b>	Apple iPhone 5S 32GB ATT



**IMPORTANT!** Before mailing your device, please make sure you TURN OFF the **Find my iPhone** feature.

Learn how to switch off this setting here:

[www.ecyclebest.com/faq/find-my-iphone](http://www.ecyclebest.com/faq/find-my-iphone)

Turning off **Find my iPhone** helps the buyer inspect your device faster which means you get paid sooner.

Stefanelli, Luisa

512953

338466

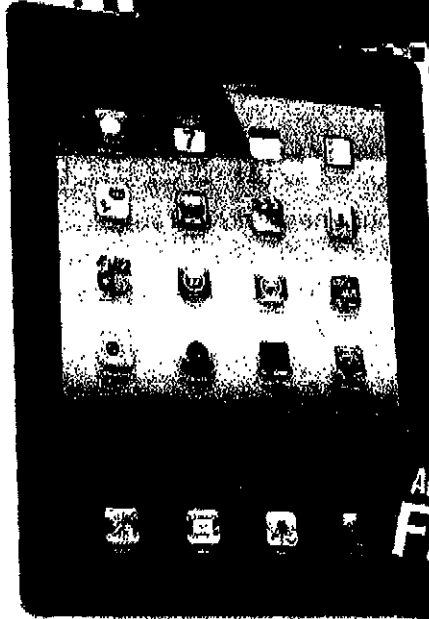




**ALL IT TAKES IS 7 DAYS OR LESS  
AND THE IPAD WE'RE GIVING AWAY THIS MONTH  
IS ALL YOURS!**

**MONTHLY**

**RAFFLE!**



**Send us your  
device in the  
next 7 days  
AND QUALIFY FOR  
OUR EXCLUSIVE  
MONTHLY RAFFLE!**

**SHIPPING  
ABSOLUTELY  
FREE**

*Go to the  
nearest  
USPS  
location  
& send  
us your  
device*

**IMPORTANT!**

**SEE OTHER SIDE**

**GET PAID TOP DOLLAR**

**for your used, broken or unwanted device  
and get a shot at an Apple iPad this month!**



[www.cashforlaptops.com/Rewards](http://www.cashforlaptops.com/Rewards)

# Checklist

- Your Phone / Tablet
- AC Adapter (if available)
- Packing Slip (return with device)
- Return Shipping Label (applied to the box)
- Does your device have a PIN or Password?

Enter here: \_\_\_\_\_

## Deactivate Your Service

Connected to a mobile network? Call your carrier (AT&T, Verizon, Sprint, etc.) to deactivate the device from your account. Not doing so will cause unnecessary delays.

## Early Bird Gift!

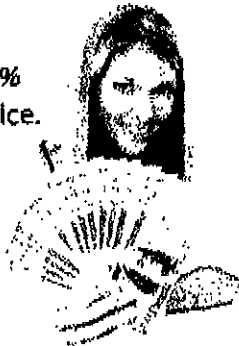
(I am sending my device(s) within two business days. Send me my Early Bird Gift!)

### Our Guarantee:

Your personal data is **100%** eliminated from your device.

Ship it and Rest Easy

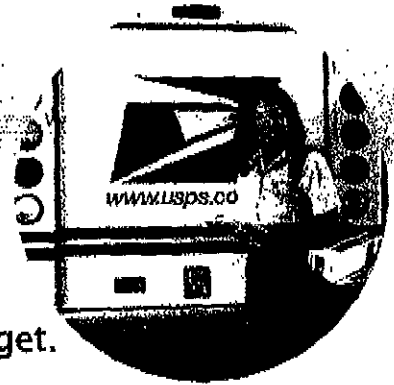
Your CASH payment sent to you **FAST!**



*Early Bird Gift* ←

Send your device back within two business days and receive a special gift!

28  
12/2



# Important

- Use this prepaid shipping label to get cash for your gadget.
- You don't need to prepare your gadget – ship it as is!
- Your data will be safely and professionally removed.

## Your mailing options

- Schedule a Free USPS Pickup at [USPS.com](http://USPS.com)  
or
- Put it in your mailbox (for smaller packages)  
or
- Give it to your friendly mail carrier  
or
- Take this mailer to the nearest USPS office

Questions? Call 1 (888) 821-1143

FROM:  
LUIBA STEFANELLI  
1841 MIDDLECOFF CT  
COLUMBUS OH 43228-7040

POSTAGE DUE COMPUTED  
BY POSTAGE DUE UNIT

POSTAGE \_\_\_\_\_  
TOTAL POSTAGE AND FEES DUE \$ \_\_\_\_\_

FIRST CLASS

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

USPS TRACKING #

9321 8899 3200 0003 5418 56

269249

**MERCHANDISE RETURN LABEL**

PERMIT NO 16 SPARKS NV 89431  
ECYCLERESTORFCFL 84 CONEY ISLAND DR

POSTAGE DUE UNIT  
US POSTAL SERVICE  
750 4TH ST  
SPARKS NV 89431-7419





- Take this mailer to the nearest USPS office
- Put it in your mailbox (for smaller packages)
- Give it to your friendly mailman
- Schedule FREE USPS pickup here:



Quick Tools

Always a Click Away  
Roll over the tools menu across the site to access quick, handy tools.

- Track & Confirm
- Find Locations
- Calculate a Price
- Look Up a ZIP Code™

Ship a Package

- Print a Label with Postage
- Schedule a Pickup
- Order Free Boxes
- Buy Shipping Supplies
- Calculate a Price
- Look Up a ZIP Code™

GET HELP TO:

- Compare Services & Prices

From: **CashForLaptops Family of Websites** [appal@cashforlaptops.com](mailto:appal@cashforlaptops.com)  
Subject: **Order 512953 Status: Your Device Has Been Received**  
Date: **November 23, 2014 at 1:12 PM**  
To: **Stefanelli V Luisa** [Luisa@ny.com](mailto:Luisa@ny.com)

Dear Friend Luisa,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

From: **CashForLaptops Family of Websites** [cashforlaptops@cashforlaptops.com](mailto:cashforlaptops@cashforlaptops.com)  
Subject: **Order 612953, Your Device Has Been Inspected**  
Date: **November 25, 2014 at 7:33 PM**  
To: **Stefanelli V Luisa** [LuisaAthy@cashforlaptops.com](mailto:LuisaAthy@cashforlaptops.com)

Hi Luisa,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$60 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

From: **CashForLaptops Family of Websites** support@cashforphones.com  
Subject: Luisa - You are still in control!  
Date: November 28, 2014 at 5:55 PM  
To: Stefanelli V Luisa, Luisa/ty@aol.com

Dear Luisa,

You asked us to return your iPhone 5S 32GB ATT and we are processing it for return, just like you instructed.

You can still remain in control and instantly make a decision that will put money in your pocket!

Your device will never be worth more than it is right now. If you wish to accept our guaranteed offer of \$200.00. Then click the link below:

[Click here to accept our offer](#)

This link will remain active for a limited time. We do not want to delay the return of your device, but understand that after you have some time to think about our fair offer for your unwanted device, you may wish to take advantage of getting cash now instead of waiting longer, while your device continues to lose value.

Clicking the link before it expires will instantly change its status and immediately process your payment via check or paypal!

Click the link below to process payment today!

[Click here to accept our offer](#)

You might be asking, "Will there be any further negotiations on my device?"

Absolutely not! You have received our highest and best offer.

Your guaranteed offer is: \$200.00

It can expire anytime, so please act quickly. Once your device is packaged for return, we cannot change the process. Please click this link immediately if you wish to accept our offer and get paid.

[Click here to accept our offer](#)

Many people, like you understand that when they calculate the value of their time and the hassle in trying to sell unwanted devices on their own. The hassle factor is simply not worth it in the end.

We respect your decision, either way. You are still in charge. To accept our offer, simply

click the link below and we will immediately process your payment.

[Click here to accept our offer](#)

Thank you,

Team EcycleBest / CashFor Family of websites.

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From: **luisaattorney** luisaattorney@att.net  
Subject: Re: Sale 512953  
Date: November 28, 2014 at 10:46 AM  
To: CashForLaptops Family of Websites <support@cashforlaptops.com>

Please send me the promised \$387 immediately. I have attempted to contact you by phone many times. You can call me at your immediately @ 614-314-7550. I have already contacted the better business bureau.

Luisa Stefanelli

Sent from my iPhone

On Nov 28, 2014, at 7:18 AM, CashForLaptops Family of Websites <[support@cashforlaptops.com](mailto:support@cashforlaptops.com)> wrote:

All requests must be processed by phone. Please contact our customer service department at 888-821-1143 at your earliest convenience.

Thank you,  
Ann

On Wed, Nov 26, 2014 at 1:55 PM,

<[luisaattorney@att.net](mailto:luisaattorney@att.net)> wrote:

--Apple-Mail-9EBD35AD-53A9-4044-93A1-

00C86B5E2021 Content-Type: text/plain; charset=us-ascii

Content-Transfer-Encoding: quoted-printable So what are you going to do about my iphone5s? Are you going to pay the \$387? Or are you returning it to me? Please let me

I have a case number of 614-314-7560 my iPhone  
 was stolen 12/14 at 311 AM, CashForLaptops Family of  
 Computers store, I'm so sorry to hear you have  
 had a bad review of our company. We strive to provide  
 the best service and customer service possible. Please let  
 us know if there is anything we can do to restore your  
 faith in our company. If you have any questions or  
 comments please contact us at **888-821-1143**.

Thank you,  
 November 25, 2014 at 7:20  
 The store was closed since my device if you  
 want to get that number, please use my phone in the  
 neighborhood of 314 Luisa Stefanelli 614-314-7560 her  
 number, the store was closed since 614-314-7560-0-5543  
 the store was closed since the store type is wrong  
 and the store is not the one that you want  
 So what are you going to do about my phone?  
 Are you going to give me the phone? Is it you returning it to  
 me?

The phone is mine  
 I'm sorry  
**614-314-7560**  
 So you want to give

I have a case number of 614-314-7560 my iPhone

Websites <[support@cashforlaptops.com](mailto:support@cashforlaptops.com)> wrote:

We are sorry to hear you have read a bad review of our company. We strive to provide our customers with excellent customer service. Please let us know if there is anything we can do to restore your faith in our company. If you have any questions or concerns, please contact me at [888-821-1143](tel:888-821-1143).

Thank you,

Ann

On Tue, Nov 25, 2014 at 7:20 PM,

<[luisaattorney@att.net](mailto:luisaattorney@att.net)> wrote:

I was promised \$387 for this device. If you are not paying that amount, return my phone to me immediately. =20 Luisa Stefanelli 624-314-7559 Sent from my iPhone=

--Apple-Mail-9EBD35AD-53A9-4044-93A1-00C86B5E2021--





How much did the company/individual ask you to pay? I sent them my iPhone 5

Date(s) of payments (mm/dd/yyyy): 11/15/2014

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

I have emailed them 5 times and attempted to connect on the phone 3 times. See below

Have you contacted another agency for assistance? Yes  No  If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I cotacted Ecyclebest after a web search for companies that buy used cell phones. I input the information on their website regarding the model, condition, color and memory of my Iphone. I was given a quote of the phone for \$200 to be paid. The company then shipped out a box and I sent the phone to them. I then received a counteroffer of \$32 for the phone. The phone had spent its entire life in an Otter Box and was in perfect operating condition. Ecyclbest requires that you contact them via the phone to reject the offer and ask for your phone to be sent back. I tried on 3 seperate occasssions to get through to them. You are put on hold everytime and told that the hold time is always in excess of 3 minutes. The one time that I spoke to a himan, they informed me that I must speak to someone in sales before I could reject the offer. I indicated that I was not required to do so but they siad that was policy. I was told I would be transferred to sales but if the hold time was more than 5 minutes then my call would be dropped and I had to call in again. I was dropped at the 5 minute mark and called back and could not get the line answered and was told to leave my name and order number and phone number and I would be contacted. No one contacted me. I then received a Paypal email stating that \$32 had been deposited into my account. I instructed paypal to send back the funds. I then emaild again and told them that I reject the offer and want my phone returned. They then told me that I had to call in to have my offer rejected and must speak to sales. They have created a system that won't allow you to get your device back. I have since looked on Yelp and there are many of the same complaints listed there. It appears most people just give up. My order number at Ecyclebest is 503528.

### SECTION 4.

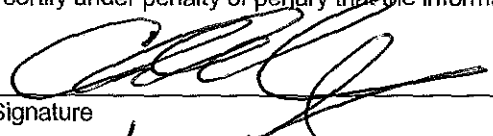
List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

CHRIS ALTIG  
Print Name

11/25/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

- I am (mark all that apply):**
- Income below federal poverty guideline
  - Disaster victim
  - Person with disability
  - Medicaid recipient
  - Military service member
  - Veteran
  - Immediate family of service member/veteran

- Ethnic Identification:**
- White/Caucasian
  - Black/African American
  - Hispanic/Latino
  - Native American/Alaskan Native
  - Asian/Pacific Islander
  - Other: \_\_\_\_\_

- Primary Language:**
- English
  - Spanish
  - Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?  
 Yes  No

- How did you hear about our complaint form (please choose only one):**
- Called/visited Las Vegas AG Office
  - Called/visited Carson City AG Office
  - Called/visited Reno AG Office
  - Attended AG Presentation/Event
  - Another Nevada State Agency/Elected Official
  - Search Engine
  - AG Website
  - AG Social Media Sites
  - Media: Newspaper/Radio/TV
  - Other

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**Order 503528, Your Device Has Been Inspected**

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**From :** Ecyclebest <support@ecyclebest.com>

Wed, Nov 19, 2014 04:32 PM

**Subject :** Order 503528, Your Device Has Been Inspected

**To :** chaltig@comcast.net

Hi chris,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$32 for the device.

This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

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11/25/2014

XFINITY Connect

XFINITY Connect

chaltig@comcast.net

+ Font Size -

**Re: RE: Order 503528, Your Device Has Been Inspected**

**From :** CashForLaptops Family of Websites <support@cashforiphones.com>

Wed, Dec 31, 1969 04:00 PM

**Subject :** Re: RE: Order 503528, Your Device Has Been Inspected

**To :** chaltig@comcast.net

Dear chris,

I'm sorry that you're not happy with the offer you received for your device. We want to make sure you become a satisfied customer and so I would like to direct you to our Seller Services department so they can better assist you with this situation. Please contact 888-821-1143. An agent will be available to assist you from 7am-4pm PST Monday through Friday.

If you leave a voicemail please be sure to leave a message with your first and last name and sale ID number so we can better assist you.

Respectfully,

Yesenia

Actual date  
on  
email is  
11/21/14  
@  
3:13 PM

11/25/2014

XFINITY Connect

XFINITY Connect

chaltig@comcast.net

+ Font Size -

**Re: Re: Order 503528, Your Device Has Been Inspected**

**From :** CashForLaptops Family of Websites <support@cashforiphones.com>

~~Wed, Dec 31, 1969 04:00 PM~~

**Subject :** Re: Re: Order 503528, Your Device Has Been Inspected

**To :** chaltig@comcast.net

Dear chris,

Thank you for your email. I understand you would like to have your device returned. All returns must be requested over the phone not through emails. Please contact our Seller services department at 888-821-1143.

Respectfully,

Nathan

Customer Service

888-821-1143

Actual time of  
email  
11/25/14  
Ⓢ

11:51  
AM



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100                  Phone: 702-486-3420  
 Fax: 775-684-1108                    Fax: 702-486-3768

www.ag.nv.gov

FD-100 (Rev. 10-24-10)  
 Received by: \_\_\_\_\_  
 Date Received: \_\_\_\_\_  
 Complaint Type: \_\_\_\_\_  
 Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
 (Stamp here)

11-24-10  
 3:22

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Gibson Larry Dak  
Last First MI

Your Address: 205 Plainview Ave. Raleigh NC 27604  
Address City State Zip

Your Phone Number: 919-834-1033  
Home Cell Work Fax

Email: dalegibson@earthlink.net Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: CASHFORLAPTOPS.COM

Individual/Contact: NO ONE gave their NAME  
Last First Job Title (Example: CEO)

Individual/Business Address: 94 County Island Dr. Sparks NV 89432  
Address City State Zip

Individual/Business Phone: 1-888-821-1143  
Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: Cashforlaptops.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check  Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.  
\_\_\_\_\_  
\_\_\_\_\_

Have you contacted another agency for assistance?  Yes  No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.**

In late October or early November, 2014, I shopped around to find an appropriate price I should receive for my iPhone 5, which I wasn't using any longer. My research showed I should expect in the \$225-\$300 range. I then shopped various websites where sales could be conducted. I chose cashformylap.top for two main reasons: \* After putting in information about my phone, I was apprised that cashformylap.com may pay as much as \$325. \* It was clear that this price was not guaranteed. The agreement I read on the website stated that I would receive an offer via email and, at that time, could accept or reject the offer, in which as my iPhone would be returned to me. When the offer came, it was for just \$22. I was not offered an opportunity to reject the offer. Indeed, a subsequent email informed me that the \$22 check had been written and was on the way to me. I attempted to reach this company, first, via email. That produced a response stating that I needed to call a toll-free number and inform them that I wanted my iPhone returned. This response, directing me to contact the company by phone was not received until 24+ hours after I sent my email. By then, a three-day window to inform the company I wanted my phone back had lapsed. (I received the offer on Nov. 11 and responded on Nov. 13). I responded in the same way I was informed of the offer, via email. Subsequently, I got a person with the company on the phone and told him what I wanted. He said he would have to transfer my call to a different department. I was on hold for approximately an hour but was given the option to leave a message and my phone number, which I did. I was informed by an automated voice that I would receive a reply within 24 hours. I did receive a call and was informed that my phone had been "processed" and could not be returned due to the fact that I informed the company via email versus text. I've determined that pursuing this matter directly would be in vain. This company, in my opinion and judgment, has a standard "runaround" strategy aimed at fending off customers who are not pleased.

**SECTION 4.**

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.**

*-email (copy) of offer of \$22.*  
*-email (copy) of my response rejecting the offer.*



**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Larry Dale Gibson  
Signature

Larry Dale Gibson  
Print Name

11/21/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other: \_\_\_\_\_

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**Subject: Re: Order 500408, Your Device Has Been Inspected**  
**Date:** Thursday, November 13, 2014 9:17 AM  
**From:** Dale Gibson <dalegibson@earthlink.net>  
**To:** CashForLaptops Family of Websites <support@cashforiphones.com>

I do not accept this offer. Please return my device.  
Dale Gibson.

On 11/11/14 7:32 PM, "CashForLaptops Family of Websites"  
<support@cashforiphones.com> wrote:

Hi Dale,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$22 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

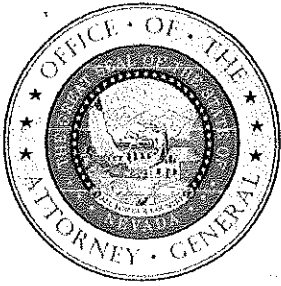
No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_  
Date Received: \_\_\_\_\_  
Complaint Type: \_\_\_\_\_  
Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
*(Stamp here)*

11-19/14  
9:14  
LG

**RECEIVED**

NOV 25 2014

# COMPLAINT FORM

NEVADA  
ATTORNEY GENERAL

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Stahl Nick R  
Last First MI

Your Address: 62024 Quail Run Place Bend Oregon 97701  
Address City State Zip

Your Phone Number : 503-803-5492 541-241-7785  
Home Cell Work Fax

Email: nickstahl86@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: CashforLaptops.com

Individual/Contact: \_\_\_\_\_  
Last First Job Title (Example: CEO)

Individual/Business Address: 605 Spruce Islands Drive Suite 3 Sparks Nevada 89431  
Address City State Zip

Individual/Business Phone: 888-821-1143  
Work Mobile Fax

Individual/Business Email: support@ecyclebest.com; support@cashforiphones.com

Individual/Business Web Site: www.cashforlaptops.com

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? I shipped them my laptop

Date(s) of payments (mm/dd/yyyy): shipped on 10/20/2014

How much did you actually pay? \$ my laptop Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

I've emailed them 8 seperate emails and I've called 7 different times on different days and no one answers the phone. The one time it rang through I was put on hold for over 40 minutes and no one ever answered.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I found CashforLaptops.com online. They offered me an initial quote of \$80 for my laptop. I understood that \$80 was a quote and that they may offer me a lower amount, at which point I would have the option to accept the offer or decline and get my laptop returned to me, as long as I responded within 3 days of receiving the offer. My laptop was accessed by a third party company prior to my shipping it to CashforLaptops.com. My laptop was said to be in great condition with no issues. After shipping my laptop to them they inspected it and offered me a final offer of \$12. I received their offer on 10/31/14. I emailed them back on 11/2/14 (which is within the 3 day period stated in their terms and conditions) informing them of my decline of the offer and requesting my laptop be mailed back to me. I also called their customer service department 8 seperate times on different days and at different hours. On 7 of the 8 attemps no one answered and there was no voicemail. On the 8th attempt I did reach a customer service person who I explained that I had declined the offer and wanted to device returned. They then put me on hold and I waited for 42 minutes and no one ever answered. After this call I sent them an email explaining the situation and requested someone contact me or simply return my laptop. This morning (11/6/14) I received an email from them saying "Thank you for your laptop, your \$12 is being paid through PayPal." They transfered \$12 into my PayPal account which I have not transfered or touched. I made perfectly clear to them through written and verbal communication that I did not accept the \$12 offer and requested my laptop be returned to me. I have all emails and phone calls, including time stamps, documented as proof of my communication and correspondence with them.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

*Note: In one of their emails (highlighted) they acknowledge that I want my device returned.*

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*Nick Stahl*  
Signature

Nick Stahl  
Print Name

11/06/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

## Nick Stahl

---

**From:** Ecyclebest <support@ecyclebest.com>  
**Sent:** Friday, October 31, 2014 4:31 PM  
**To:** nickstahl86@gmail.com  
**Subject:** Order 490475, Your Device Has Been Inspected

Hi Nick,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$12 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

### ***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

## Nick Stahl

---

**From:** Nick Stahl <nickstahl86@gmail.com>  
**Sent:** Sunday, November 2, 2014 8:23 AM  
**To:** 'Ecyclebest'  
**Subject:** RE: Order 490475, Your Device Has Been Inspected

The quote I received was for \$80. Unless you can pay a minimum of \$60, mail the device back.

-Nick

**From:** Ecyclebest [mailto:support@ecyclebest.com]  
**Sent:** Friday, October 31, 2014 4:31 PM  
**To:** nickstahl86@gmail.com  
**Subject:** Order 490475, Your Device Has Been Inspected

Hi Nick,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$12 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

### ***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

**Nick Stahl**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Tuesday, November 4, 2014 6:31 AM  
**To:** nickstahl86@gmail.com  
**Subject:** Re: RE: Order 490475, Your Device Has Been Inspected

Dear Nick,

I'm sorry that you're not happy with the payment you received for your device. We want to make sure you become a satisfied customer and so I would like to direct you to our Seller Services department so they can better assist you with this situation. Please contact 888-821-1143 An agent will be available to assist you from 7am-4pm PST Monday through Friday.

If you leave a voicemail please be sure to leave a message with your first and last name and sale ID number so we can better assist you.

Respectfully,

Lissette



## Nick Stahl

---

**From:** Nick Stahl <nickstahl86@gmail.com>  
**Sent:** Tuesday, November 4, 2014 9:09 AM  
**To:** 'CashForLaptops Family of Websites'  
**Cc:** 'Ecyclebest'  
**Subject:** RE: RE: Order 490475, Your Device Has Been Inspected

No one answers at that number. The line is dead. As I said before, the quote I received was for \$80. Unless you can pay a minimum of \$60, mail the device back. All communications have been documented including the time stamps of emails to prove request of the return of the device was well within the time frame stated in the terms I agreed to. I will either accept a payment of \$60 or I am requesting the device be returned immediately.

-Nick

**From:** CashForLaptops Family of Websites [mailto:support@cashforiphones.com]  
**Sent:** Tuesday, November 4, 2014 6:31 AM  
**To:** nickstahl86@gmail.com  
**Subject:** Re: RE: Order 490475, Your Device Has Been Inspected

Dear Nick,

I'm sorry that you're not happy with the payment you received for your device. We want to make sure you become a satisfied customer and so I would like to direct you to our Seller Services department so they can better assist you with this situation. Please contact 888-821-1143 An agent will be available to assist you from 7am-4pm PST Monday through Friday.

If you leave a voicemail please be sure to leave a message with your first and last name and sale ID number so we can better assist you.

Respectfully,

Lisette

**Nick Stahl**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Wednesday, November 5, 2014 9:47 AM  
**To:** nickstahl86@gmail.com  
**Subject:** Re: RE: RE: RE: Order 490475, Your Device Has Been Inspected

Dear Nick,

Thank you for your email. I understand you would like to have your device returned. All returns must be requested over the phone not through emails. Please contact our Seller services department at 888-821-1143. Mon-Fri 6am-5PM PST

Respectfully,

Melanie

Customer Service

888-821-1143

Hours of operation: Mon-Fri, 7 a.m. to 4 p.m. PST

## Nick Stahl

---

**From:** Nick Stahl <nickstahl86@gmail.com>  
**Sent:** Wednesday, November 5, 2014 10:38 AM  
**To:** 'Ecyclebest'  
**Cc:** 'CashForLaptops Family of Websites'  
**Subject:** Formal Notice of Complaint & Legal Action-Reference Order#: 490475

Regarding Order#: 490475-Nick Stahl

I received an offer on 10/31/14 @ 4:31pm PST from your company (CashforLaptops.com) and rejected the offer on 11/2/14 @ 8:23am PST via email and also attempted to contact you at 888-821-1143. The first 7 attempts no one answered, attempt 8 lead to a hold time of over 42 minutes in which no one answered. The rejection of your offer and the request for the return of my laptop are inside the 3 day period and do not violate any of the terms and conditions. All emails and phone calls including time stamps have been recorded and documented. The condition of the laptop was assessed by a third party laptop repair company prior to shipping the laptop to your company. The condition of the laptop prior to sending to your company has also been documented.

Due to the many attempts to contact your company about the return of my device with no response I am filing a formal complaint with the Nevada Attorney General Catherine Cortez Masto. This complaint will be filed on Thursday November 6<sup>th</sup> @ 12pm PST if I do not hear from your company by phone prior to the time stated. This also serves as formal notice that I am prepared to retain an attorney and take legal action if this matter is not resolved.

Thank you for your cooperation in this matter.

Nick Stahl  
503-803-5492

## Nick Stahl

---

**From:** Nick Stahl <nickstahl86@gmail.com>  
**Sent:** Wednesday, November 5, 2014 6:09 PM  
**To:** 'CashForLaptops Family of Websites'  
**Subject:** RE: RE: RE: RE: RE: Order 490475, Your Device Has Been Inspected

Melanie,

As stated in the previous email, I have tried numerous times on different days and at different times to try to get ahold of someone at your company. In all cases there as either been no answer or 40+ minute hold times in which no one ever answered. I am requesting someone contact me at 503-803-5492, otherwise I will be filing.

Thank you for your help in this matter.

Nick Stahl

**From:** CashForLaptops Family of Websites [mailto:support@cashforiphones.com]  
**Sent:** Wednesday, November 5, 2014 12:23 PM  
**To:** nickstahl86@gmail.com  
**Subject:** Re: RE: RE: RE: RE: Order 490475, Your Device Has Been Inspected

Dear Nick,

Thank you for your email. I apologize for the long waits However, there are a few options on how to proceed from here that we would like to discuss with you over the phone. Please contact our customer service department at 888-821-1143 at your earliest convenience.

Respectfully,

Melanie

[www.CashforLaptops.com](http://www.CashforLaptops.com)  
[www.CashforiPhones.com](http://www.CashforiPhones.com)

Go Green and EARN Green! Recycle your Laptops, Iphones, Blackberries and Smart Phones with us today!  
Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!

## Nick Stahl

---

**From:** Ecyclebest <support@ecyclebest.com>  
**Sent:** Thursday, November 6, 2014 7:42 AM  
**To:** nickstahl86@gmail.com  
**Subject:** Nick - Order 490475 Status: PayPal Payment Sent

Dear Nick,

Thank you for recycling your Acer Aspire One 756!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.ecyclebest.com/> to recycle their electronics too!

### Things to keep in mind

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.ecyclebest.com/>:

Username: nickstahl86@gmail.com

Your password can easily be reset by visiting [http://www.ecyclebest.com/reset\\_password](http://www.ecyclebest.com/reset_password).

Thank you!

### Brian

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

## Nick Stahl

---

**From:** Nick Stahl <nickstahl86@gmail.com>  
**Sent:** Thursday, November 6, 2014 10:07 AM  
**To:** 'Ecyclebest'  
**Subject:** RE: Nick - Order 490475 Status: PayPal Payment Sent

As stated in numerous emails before, I am not accepting the offer for \$12. I see that despite my communication via email and phone you have ignored my rejection of your offer and ignored my request to have my laptop returned to me. I am filing a formal complaint with the Nevada Attorney General. If not resolved, I will be taking legal action.

Nick Stahl

**From:** Ecyclebest [mailto:support@ecyclebest.com]  
**Sent:** Thursday, November 6, 2014 7:42 AM  
**To:** nickstahl86@gmail.com  
**Subject:** Nick - Order 490475 Status: PayPal Payment Sent

Dear Nick,

Thank you for recycling your Acer Aspire One 756!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.ecyclebest.com/> to recycle their electronics too!

### Things to keep in mind

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.ecyclebest.com/>:

Username: [nickstahl86@gmail.com](mailto:nickstahl86@gmail.com)

Your password can easily be reset by visiting [http://www.ecyclebest.com/reset\\_password](http://www.ecyclebest.com/reset_password).



**OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100                  Phone: 702-486-3420  
 Fax: 775-684-1108                      Fax: 702-486-3768

www.ag.nv.gov

Received by: \_\_\_\_\_  
 Date Received: \_\_\_\_\_  
 Complaint Type: \_\_\_\_\_  
 Referred to:  GCP  GI  
 IFU  OML  MFL  
 MFCU  PIU  WCFU  
(Print Name)

RECEIVED

NOV 25 2014

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Berry Steven  
 Last First MI

Your Address: 56 Rolling Woods Dr Bedford, NH 03110  
 Address City State Zip

Your Phone Number: 603 472 9097 603 235 5105  
 Home Cell Work Fax

Email: sberry@strafford.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Laptop and Desktop Repair LLC DBA Ecycle Best

Individual/Contact: Dave Kruchin CEO

Individual/Business Address: 84 Coney Island Dr Sparks Nevada 89431  
 Last First Job Title (Example: CEO)

Individual/Business Phone: (888) 634-4409  
 Address City State Zip

Individual/Business Email: support@ecyclebest.com  
 Work Mobile Fax

Individual/Business Web Site: www.ecyclebest.com

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? 11/5/2014 (Promised to pay \$320 only received \$50)

Date(s) of payments (mm/dd/yyyy): 11/5/2014 (Promised to pay \$320 only received \$50)

How much did you actually pay? \$ received \$50 Payment Method:  Cash  Credit Card  Debit Card  Check  Financed  Wire Transfer  Money Order  Cashier's Check Other: Paypal

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization. Multiple attempts by phone on 11/6/14. (83 minutes on phone, mostly on hold)

Have you contacted another agency for assistance? Yes  No  If so, which agency? No

Have you contacted an attorney?  Yes  No If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

(SEE ATTACHED FOR FULL DESCRIPTION)

This company is a classic bait and switch operation. They promise to buy electronics for higher prices then when they receive the electronics, they pay you a figure much less than they estimate and then refuse to send back the equipment.

10/13/14: My 14 year old son (Connor) goes on their website and enters his information (his name etc) and my email address. They estimate that they will pay \$320 for his iPad 4 64GB. They send a box to our house in NH Because Connor specifies my (Steven/Dad) email, they attach the order to an account I had previously setup with them with another transaction that was a bait and switch earlier in the year.

10/18/14: Connor ships iPad in perfect condition to them in the shipping container they provided.

10/27/14: They receive the iPad

10/30/14: They send an email saying they have inspected it but do not specify any \$ amount.

11/5/14: (1:12PM EST) They send an email that payment has been sent (no payment amount specified)

11/5/14: (1:12PM EST) I receive an email from PayPal indicating a \$50 payment.

11/6/14: (3:16PM EST) I call and am placed on hold for most of the 53 minute call. I inform them that I want the iPad shipped back. I let them know they did a transaction with a 14 year old. They first hang up on me, then after calling back that evening with another 33 minute wait, the customer service rep informs me that they sent an email and we had 3 days to respond and that it was too late. According to their own online system they never sent an email nor did I receive

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

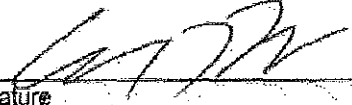


**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is not my private attorney, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does not represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

STEVEN BERRY  
Print Name

11/17/14  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

I am (mark all that apply):

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

Ethnic Identification:

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

Primary Language:

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

11/17/14  
9:03  
LG  
1.53  
11/17/14

# FAX

**Date:** 11/17/2014

**Pages including cover sheet:** 15

<b>To:</b>	7756841108@rcfax.com
<b>Phone</b>	
<b>Fax Number</b>	+17756841108

<b>From:</b>	Audra Colopy
<b>Phone</b>	(603) 434-2550 * 2347
<b>Fax Number</b>	(603) 434-2550

**NOTE:**

Complaint Form - S Berry

This company is a classic bait and switch operation. They promise to buy electronics for higher prices then when they receive the electronics, they pay you a figure much less than they estimate and then refuse to send back the equipment.

10/13/14: My 14 year old son (Connor) goes on their website and enters his information (his name etc) and my email address. They estimate that they will pay \$320 for his iPad 4 64GB. They send a box to our house in NH. Because Connor specifies my (Steven/Dad) email, they attach the order to an account I had previously setup with them with another transaction that was a bait and switch earlier in the year.

10/18/14: Connor ships Ipad in perfect condition to them in the shipping container they provided.

10/27/14: They receive the iPad

10/30/14: They send an email saying they have inspected it but do not specify any \$ amount.

11/5/14: (1:12PM EST) They send an email that payment has been sent (no payment amount specified)

11/5/14: (1:12PM EST) I receive an email from PayPal indicating a \$50 payment.

11/6/14: (3:16PM EST) I call and am placed on hold for most of the 53 minute call. I inform them that I want the iPad shipped back. I let them know they did a transaction with a 14-year old. They first hang up on me, then after calling back that evening with another 33 minute wait, the customer service rep informs me that they sent an email and we had 3 days to respond and that it was too late. According to their own online system they never sent an email nor did I receive one.

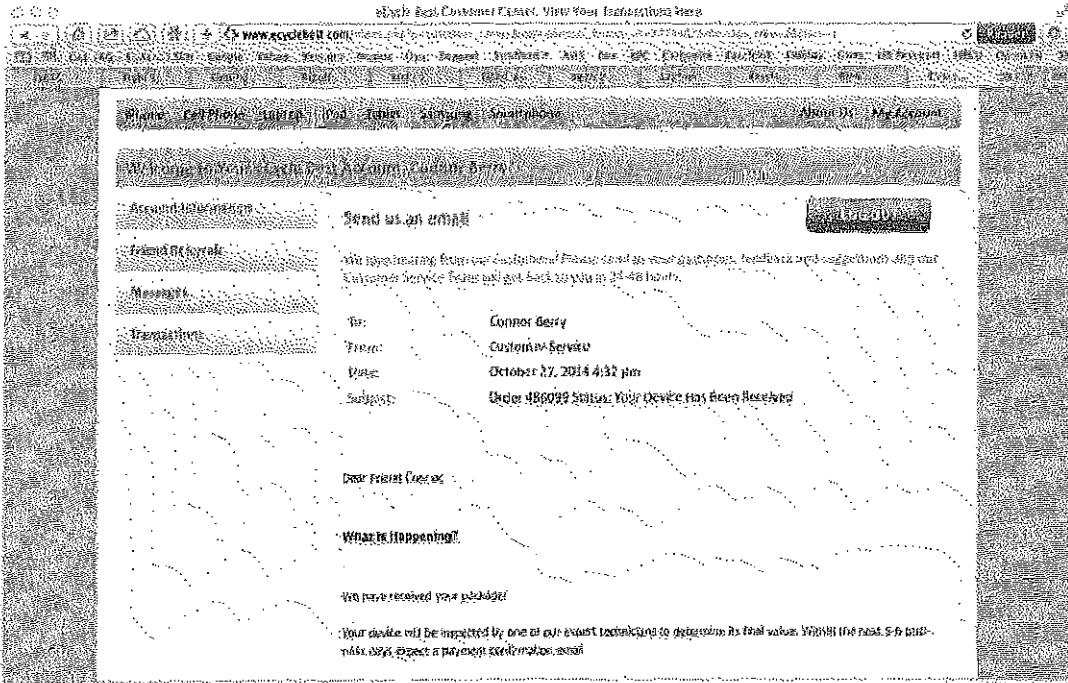
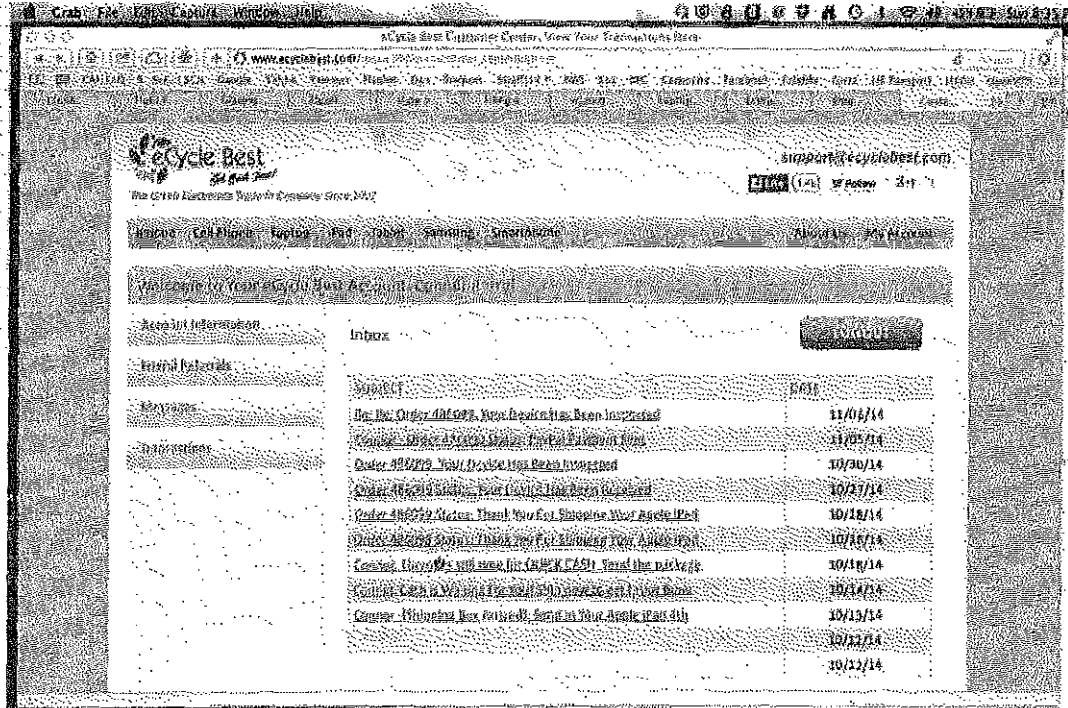
11/12/14: I return the \$50 payment sent to me via PayPal back to them.

The internet is full of complaints about this company including the BBB (approx 871 complaints) and the ripoff report.

<http://www.bbb.org/reno/business-reviews/recycling-computers-and-other-electronics/laptop-and-desktop-repair-in-sparks-nv-4001245/complaints>

Also Ripoff Report

<http://www.ripoffreport.com/r/ECycle-Best/internet/ECycle-Best-Laptop-and-Desktop-Repair-LLC-ECycle-Best-quoted-me-430-for-my-phone-and-on-1185613>



Send us an email



We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

**To:**

Connor Berry

**From:**

Customer Service

**Date:**

October 27, 2014 4:32 pm

**Subject:**

Order 486099 Status: Your Device Has Been Received

Dear Friend Connor,

### **What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

### **What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

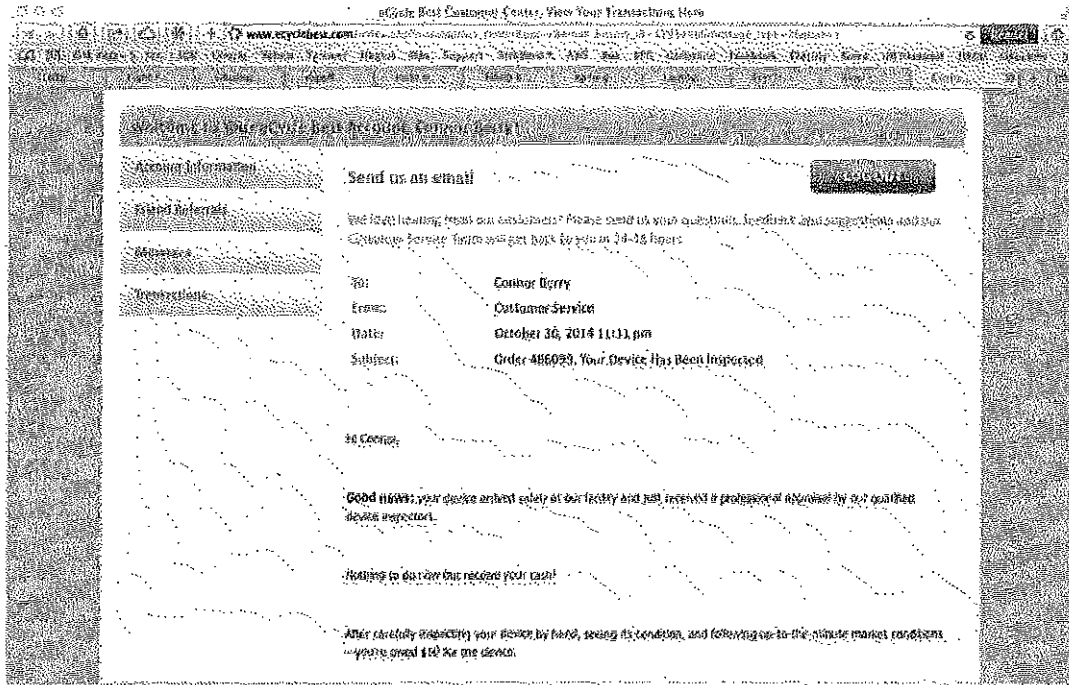
We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian Customer Satisfaction Champion**

Cash for Laptops | Facebook | Twitter | Email  
Cash for iPhones | Facebook | Twitter | Email  
eCycle Best | Facebook | Twitter | Email



## Send us an email



We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

To:

Connor Berry

From:

Customer Service

Date:

October 30, 2014 11:31 pm

Subject:

Order 486099, Your Device Has Been Inspected

Hi Connor,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$50 for the device.

This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device.

### **What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

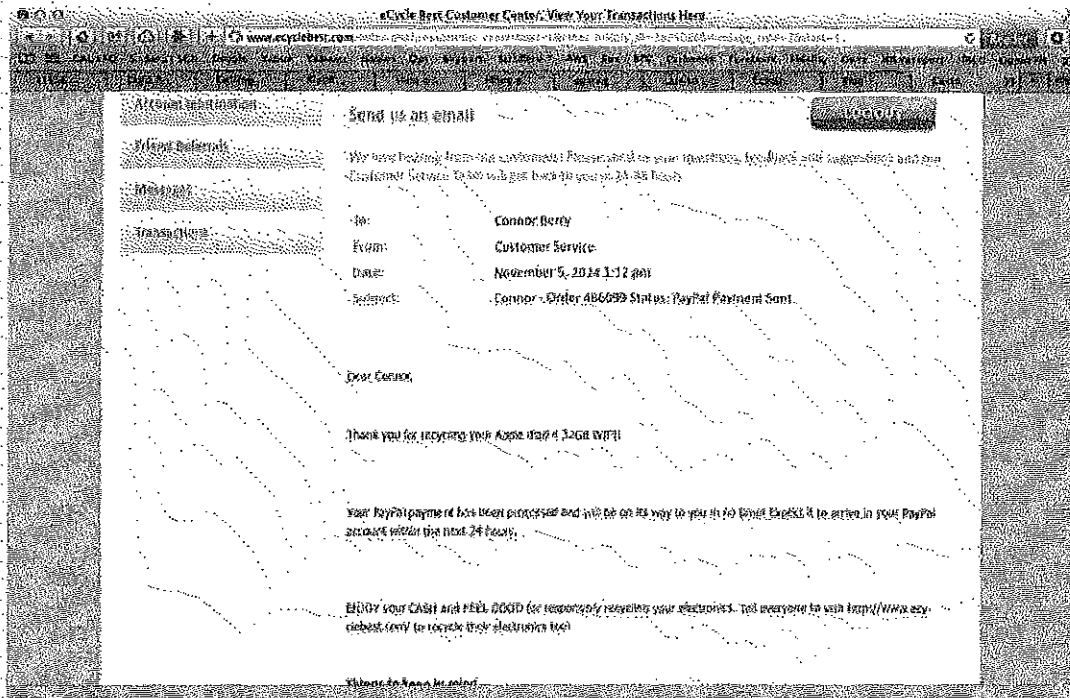
Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson Customer Satisfaction Champion

---





### Send us an email



We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

**To:**

Connor Berry

**From:**

Customer Service

**Date:**

November 5, 2014 1:12 pm

**Subject:**

Connor - Order 486099 Status: PayPal Payment Sent

Dear Connor,

Thank you for recycling your Apple iPad 4 32GB WIFI!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.ecyclebest.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

- Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.
- View your order and referral history
- Track your packages
- Update your personal information
- Reset your password
- View message history

Login to your account by visiting <http://www.ecyclebest.com/>:

Username: [sberrynh@yahoo.com](mailto:sberrynh@yahoo.com)

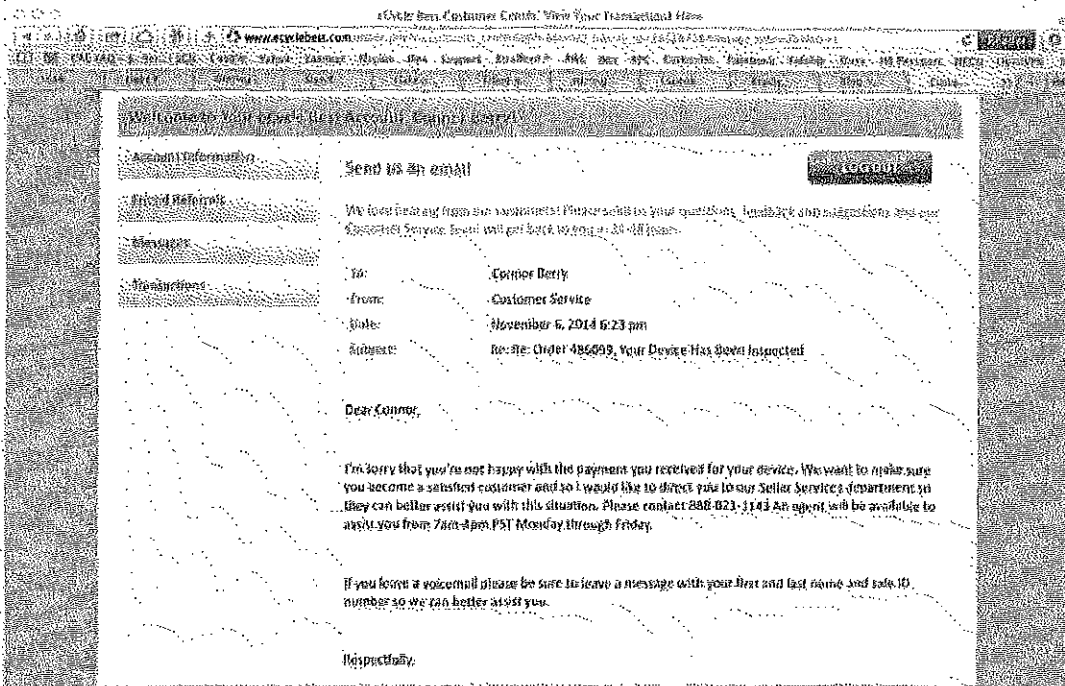
Your password can easily be reset by visiting [http://www.ecyclebest.com/reset\\_password](http://www.ecyclebest.com/reset_password).

Thank you!

**Brian** Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

Cash for iPhones | Facebook | Twitter | Email  
eCycle Best | Facebook | Twitter | Email



Send us an email



We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

To:

Connor Berry

From:

Customer Service

Date:

November 6, 2014 6:23 pm

Subject:

Re: Re: Order 486099, Your Device Has Been Inspected

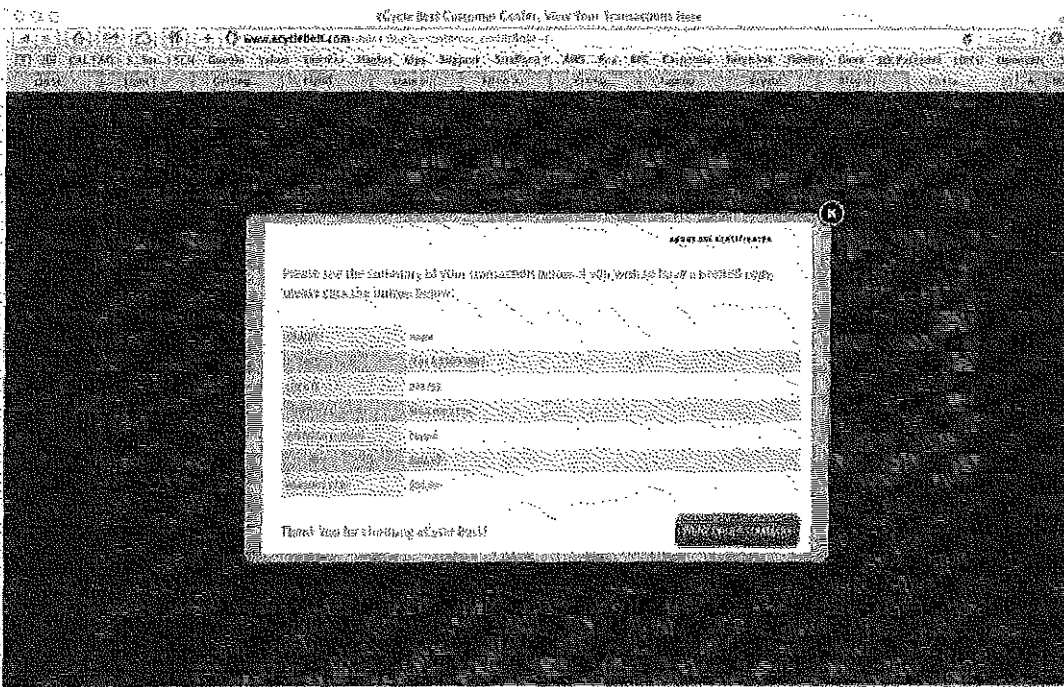
Dear Connor,

I'm sorry that you're not happy with the payment you received for your device. We want to make sure you become a satisfied customer and so I would like to direct you to our Seller Services department so they can better assist you with this situation. Please contact 888-821-1143 An agent will be available to assist you from 7am-4pm PST Monday through Friday.

If you leave a voicemail please be sure to leave a message with your first and last name and sale ID number so we can better assist you.

Respectfully,

Kevin



Calls made to Ecycle best: 888.821.1143 Below...

11/07/2014	2:03 PM	SALEM	603-475-8541	M2M Calling Peak	1
11/07/2014	1:44 PM	INCOMING	603-509-3978	Peak	1
11/07/2014	12:18 PM	SALEM	603-475-8541	M2M Calling Peak	5
11/07/2014	12:13 PM	INCOMING	603-475-8541	M2M Calling Peak	2
11/09/2014	9:30 PM	INCOMING	844-283-6467	Peak	1
11/05/2014	6:07 PM	INCOMING	603-845-8084	Peak	1
11/08/2014	8:14 PM	TOLL-FREE	888-821-1143	Peak	2
11/06/2014	8:27 PM	TOLL-FREE	888-821-1143	Peak	33
11/08/2014	5:26 PM	TOLL-FREE	888-821-1143	Peak	1
11/05/2014	5:18 PM	RENO	775-925-8500	Peak	1
11/09/2014	5:08 PM	INCOMING	603-509-3978	Peak	2
11/06/2014	5:07 PM	TOLL-FREE	888-821-1143	Peak	2
11/05/2014	4:27 PM	INCOMING	603-275-4717	Friends and Family	13
11/06/2014	4:20 PM	BOSTON	617-456-2499	Peak	5
11/09/2014	3:16 PM	TOLL-FREE	888-821-1143	Peak	63
11/06/2014	3:02 PM	INCOMING	Home	Friends and Family	1



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100                  Phone: 702-486-3420  
 Fax: 775-684-1108                      Fax: 702-486-3768

www.ag.nv.gov

11-19-14 8:58 LG

*For official use only:*

Received by: \_\_\_\_\_  
 Date Received: \_\_\_\_\_  
 Complaint Type: \_\_\_\_\_  
 Referred to:  BCP  GI  
 IFU  OML  MEU  
 MFCU  PIU  WCFU  
(Stamp here)

RECEIVED  
RECEIVED

## COMPLAINT FORM NOV 25 2014

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Alsharifi Annette P  
Last First MI

Your Address: 6 Clearwater Ct JL 60107  
Address City State Zip

Your Phone Number: 847-970-2534  
Home Cell Work Fax

Email: AnneHealsharifi@att.net Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash for Laptops / ECycle Best

Individual/Contact: \_\_\_\_\_

Individual/Business Address: 84 Corey Island Dr, Sparks, Nevada, 89432  
Last First Job Title (Example: CEO) Address City State Zip

Individual/Business Phone: 888-821-1143  
Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: cashforlaptops.com / ecycle.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check  Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.  
\_\_\_\_\_  
\_\_\_\_\_

Have you contacted another agency for assistance?  Yes  No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone  
\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is: This company is engaging in unfair business practices. They emailed me an offer to buy my phone SS on Nov 11/10 for the amount of \$61, after I waited 30 minutes on hold to speak to a agent at the company they offered me \$280 when I said I just wanted to reject their offer of \$61 and get my phone back. They are doing "bait and switch" tactics. They are very rude on the phone and tell me that it will be "weeks" before I can get my phone back from them.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

Multiple emails await upon request.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Annette Alsharif  
Signature

Annette alsharif  
Print Name

11/10/14  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

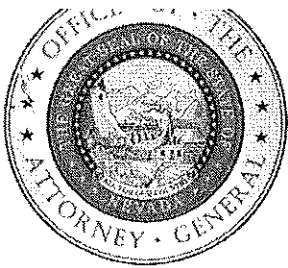
May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other





OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.
Carson City, NV 89701
Phone: 775-684-1100
Fax: 775-684-1108

555 E. Washington Ave., #3900
Las Vegas, NV 89101
Phone: 702-486-3420
Fax: 702-486-3768

www.ag.nv.gov

11.21.14 8:33 LG

Received by:
Date Received:
Complaint Type:
Referred to: BCP, GI, IFU, OML, MFU, MFCU, PIU, WCFU

RECEIVED
NOV 25 2014
NEVADA ATTORNEY GENERAL

COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above...

INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

SECTION 1.

COMPLAINANT INFORMATION

Salutation: Mr. Mrs. Ms. Miss

Your Name: Rogers William a
Last First MI

Your Address: 250 Meadowlark ct Marco Island Florida 34145
Address City State Zip

Your Phone Number: 239-359-8945 973 978 8884
Home Cell Work Fax

Email: warogers@mac.com Call me between 8am-5pm at: Home Cell Work

Age: Under 18 18-29 30-39 40-49 50-59 60 or older

BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash For Laptops

Individual/Contact: Peter Thompson
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Drive Sparks, NV 89432
Address City State Zip

Individual/Business Phone: 888-821-1143
Work Mobile Fax

Individual/Business Email:

Individual/Business Web Site:

SECTION 2.

Did you make any payments to this individual or business? Yes-Continue to Next Question No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint.** You may use additional sheets if necessary.

My complaint is:

I researched a sale of my iPhone on the internet and came across a website called cash for laptops. It asked for details on my phone and after answering several questions was given a quote of over \$200. I sent my iPhone to the company and received a response that my phone was only worth \$40. I immediately requested them to return the phone. They waited two days to respond and indicated I had to speak with them on the phone to request a return. They emailed me on Saturday and indicated they were closed on Saturday but were open Monday. When I called on Monday they told me the three day period in the terms and conditions had expired and I could no longer get my device back. Copies of the correspondence are attached.

This is clearly a scam company which does a bait and switch to lure unsuspecting consumers to give up their devices for less than they are worth.

### SECTION 4.

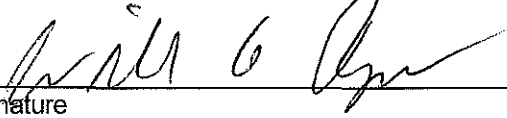
**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

WILLIAM A. ADAMS  
Print Name

11/17/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

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HOME > GET A QUOTE

## Initial Quote for Apple iPhone 5 16GB ATT

The Original  
CashForLaptops business  
since 2002

Select Your Model and Get An Initial Quote

### 1 Search & Find Your Device

### 2 See Your Initial Quote

My iPhone:

Powers on and works fine

Does Not Power On

Has a Damaged or Defective Screen

Has a Bad Battery



Depending on its condition,  
we can pay you as much as

# \$217

See terms and conditions

Working or Not

Add Another Device >

Laptop, Smartphone, Tablet

Press Continue to  
Proceed to final step

Continue >

### 3 Request FREE, prepaid, protective packaging

### My Cashbox

Sell now

### Your Quote:

iPhone 5 16GB ATT  
\$217 Remove

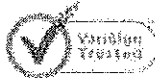
### Total Quote:

# \$217

Add Another Device

### What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post office.
3. Spend your cash!



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Sell Your Macbook  
Buy Used Laptops  
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Sell Laptops

Sell My Laptop  
Sell Used Laptops  
Trade In Laptops

Sell Acer Laptop  
Sell Broken Laptop  
Get Cash For Laptops

Recycle Laptop For Cash  
Sell Asus Notebook  
Sell Old Laptops

Recycle Laptops For Cash  
Sell Alienware Laptops  
Best Place To Sell Your Laptop

From: **William Rogers** warogers@mac.com  
Subject: Re: Order 500563, Your Device Has Been Inspected  
Date: November 13, 2014 at 9:02 AM  
To: CashForLaptops Family of Websites support@cashforiphones.com



You promised \$230. Send it back. This is fraud.

**William A. Rogers CPA**  
**William A. Rogers CPA, LLC**  
250 Meadowlark  
Marco Island, Florida 34145  
[warogers@mac.com](mailto:warogers@mac.com)  
973-978-8884

On Nov 12, 2014, at 7:32 PM, CashForLaptops Family of Websites <[support@cashforiphones.com](mailto:support@cashforiphones.com)> wrote:

Hi William,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$40 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

From: **CashForLaptops Family of Websites** support@cashforiphones.com  
Subject: Re: Re: Order 500563, Your Device Has Been Inspected  
Date: November 15, 2014 at 11:12 AM  
To: warogers@mac.com



Dear William,

Thank you for your email. I understand you would like to have your device returned. All returns must be requested over the phone not through emails. Please contact our Seller services department at 888-821-1143. Mon-Fri 7am-4PM PST

Respectfully,

Melanie

Customer Service

888-821-1143

Hours of operation: Mon-Fri, 7 a.m. to 4 p.m. PST

11/12/14 JB 8:20

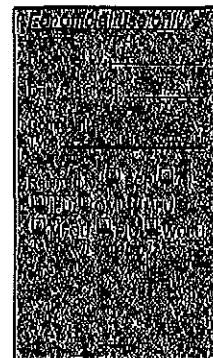


**STATE OF NEVADA**  
**OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108

555 E. Washington Ave., #3900 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3766

www.ag.nv.gov



## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Magro James R  
Last First MI

Your Address: 16028 Fontaine Ave Austin Tx 78734  
Address City State Zip

Your Phone Number: 512-461-3326 512-461-3326  
Home Cell Work Fax

Email: jrm.vette@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash For iPhones

Individual/Contact: N/A Ann  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Dr. Sparks NV 89431  
Address City State Zip

Individual/Business Phone: 1-888-821-1143  
Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: www.cashforiphones.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \$13

Date(s) of payments (mm/dd/yyyy): 10/25/2014

How much did you actually pay? \$ 163

Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: PayPal

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy):

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

email 11/04/2014 8:11am CST; phone call Wed 11/05/2014 9:54am (no answer); Wed 11/05/2014 9:55 (22m52s wait time then disconnect); Wed 11/05/2014 4:47pm (19m21s wait time then disconnect); Wed 11/05/2014 6:07pm (no answer); Thurs 11/06/2014 2:00pm (4) calls all no answer.

Have you contacted another agency for assistance? Yes  No

No

If so, which agency?

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

Last	First	Phone
------	-------	-------

Address	City	State	Zip
---------	------	-------	-----

Is court action pending?  Yes  No

Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I was in the market to sell my iPhone 4S 32GigaByte storage with a new battery (2.5 months old), charge cord and charger. I found www.cashforiphones.com who offered \$163 for my model phone in excellent condition. My phone was in absolute excellent condition (I retained pictures before I shipped) include a recent replaced battery from Apple which cost \$79. I sent my phone in for evaluation. On Monday 11/03/2014 6:33pm CST I received a quote for \$13 for a phone that has a market value of at least \$150. On Tuesday 11/04/2014 I read the offer which was too low and I "rejected" the sale via email 11/04/2014 8:11am CST. I received an email from cashforiphones 11/04/2014 5:45pm CST saying that they do not accept an email for a "rejection" of their bid. I called their customer service number of 1-888-821-1143 three times and got an instant busy number. On my 4th attempt I got through to a receptionist who told me I only have until 11/06/2014 at 6:33pm CST to get through to their purchasing department or the phone is considered "theirs" for \$13. She transferred me to their purchasing department to a holding queue of at least 40 minutes wait time (I asked receptionist what the wait time was). After 10 minutes I was disconnected. I called back later and got through to a receptionist who then forwarded me to a purchasing department who put me in a wait queue of 50 minutes (I asked receptionist what wait time was). I was disconnected again. I received an email today at 11/10/2014 8:23am thanking me for selling my iPhone for \$13. They promised fair market on my iPhone then when it's in their possession they give you 3 days to "reject" the offer then don't provide adequate means to allow you to "reject" the offer and claim an email is not sufficient. Their phone switchboard is so overwhelmed with other swindled customers that you can't get through. I want my phone back or \$150.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

Please see attached.



**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the Individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Signature \_\_\_\_\_ James R. Magro \_\_\_\_\_  
 Date (mm/dd/yyyy) 11/10/2014 Print Name

**SECTION 6. (Optional)**

~~All following sections optional and do not need to be filled out unless you are a consumer. Please check the date on this form apply to you.~~

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No  
 If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

- Ethnic Identification:**
- White/Caucasian
  - Black/African American
  - Hispanic/Latino
  - Native American/Alaskan Native
  - Asian/Pacific Islander
  - Other: \_\_\_\_\_

- Primary Language:**
- English
  - Spanish
  - Other: PayPal

May we provide your name and telephone number to the media in the event of an inquiry about this matter?


Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

●○○○○ AT&T LTE

11:50 PM

↑ \* 40% 



+18888211143

Wednesday 9:54 AM

Call, no answer 

Call, 22min 52s 

Wednesday 4:47 PM

Call, 19min 21s 

Wednesday 6:07 PM

Call, no answer 

Thursday 2:00 PM

Call, no answer 

Call, no answer 

Call, no answer 

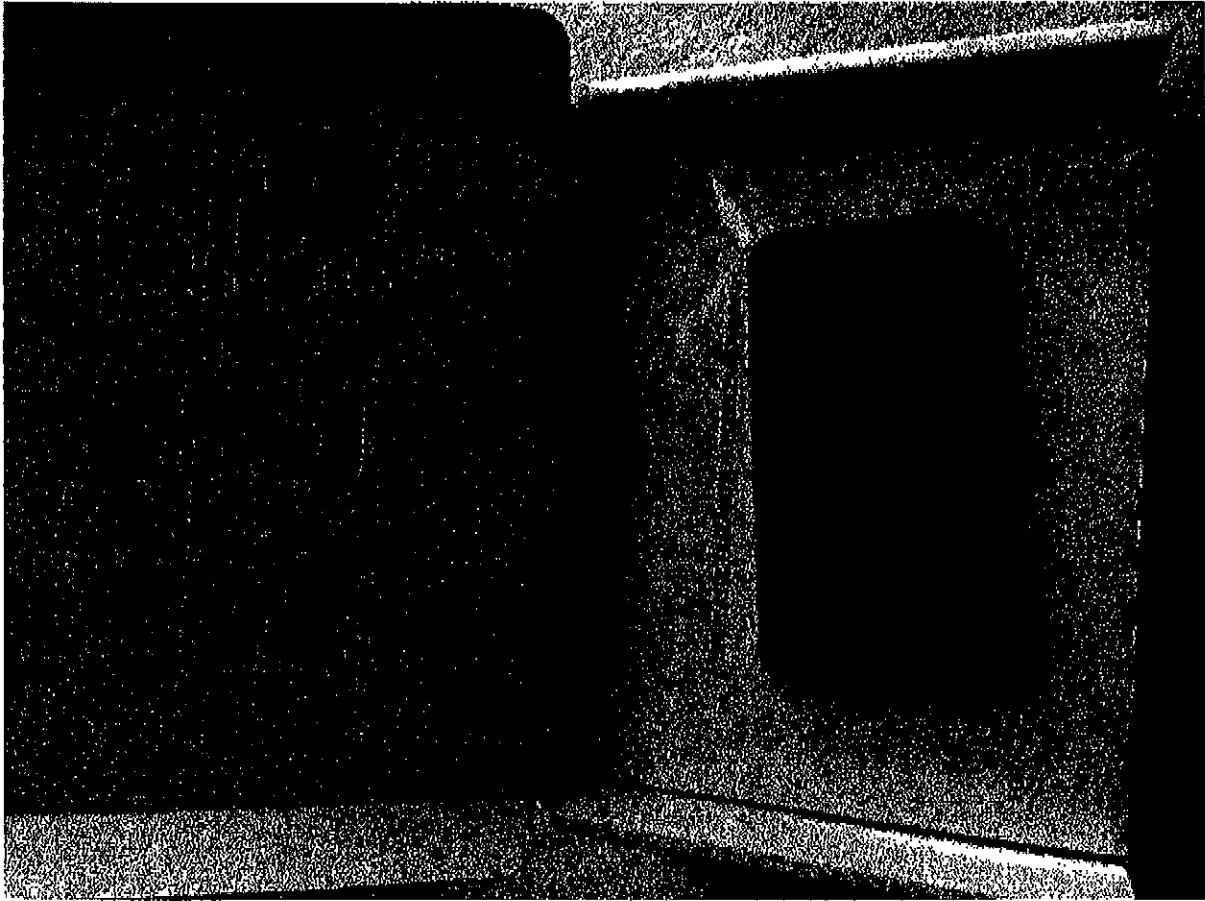
Call, no answer 

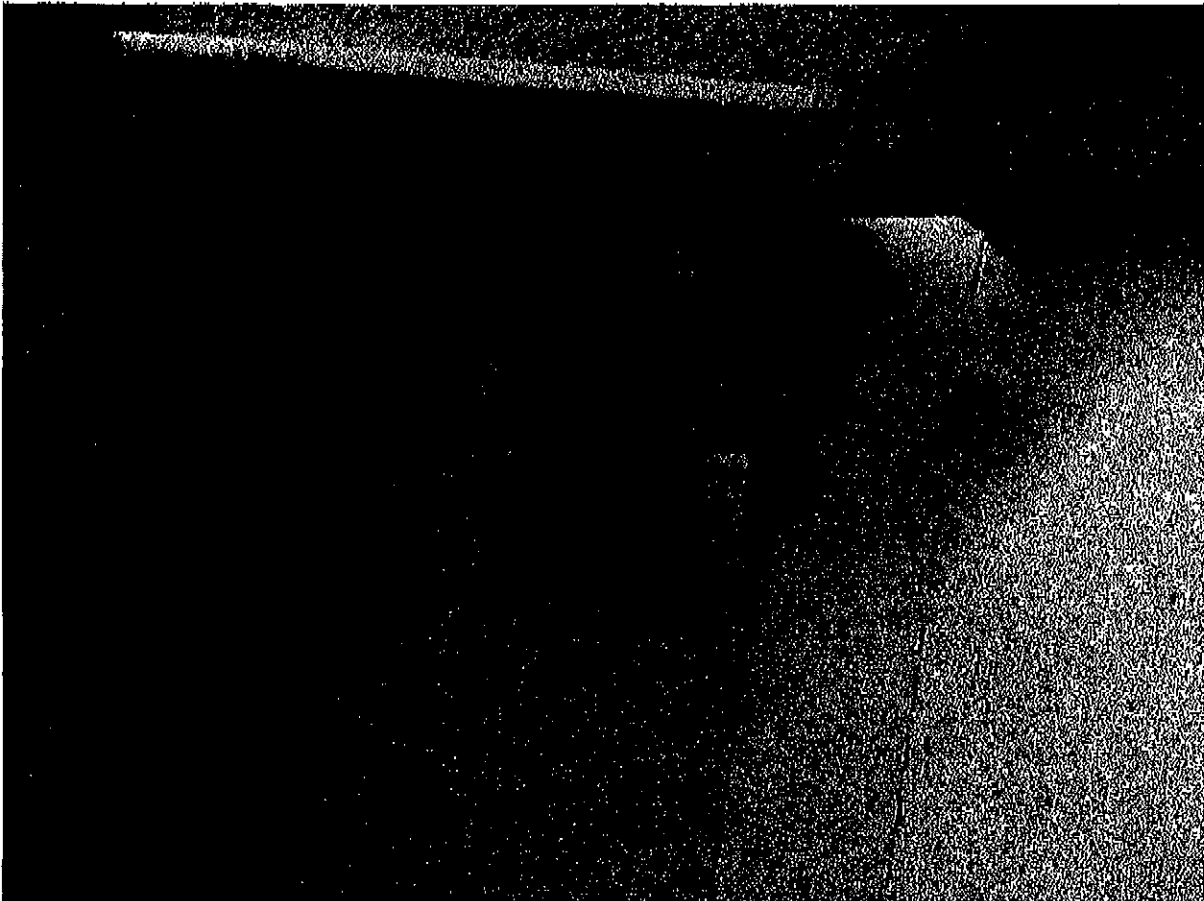
*My Attempts  
TO CALL  
CASH for phones*

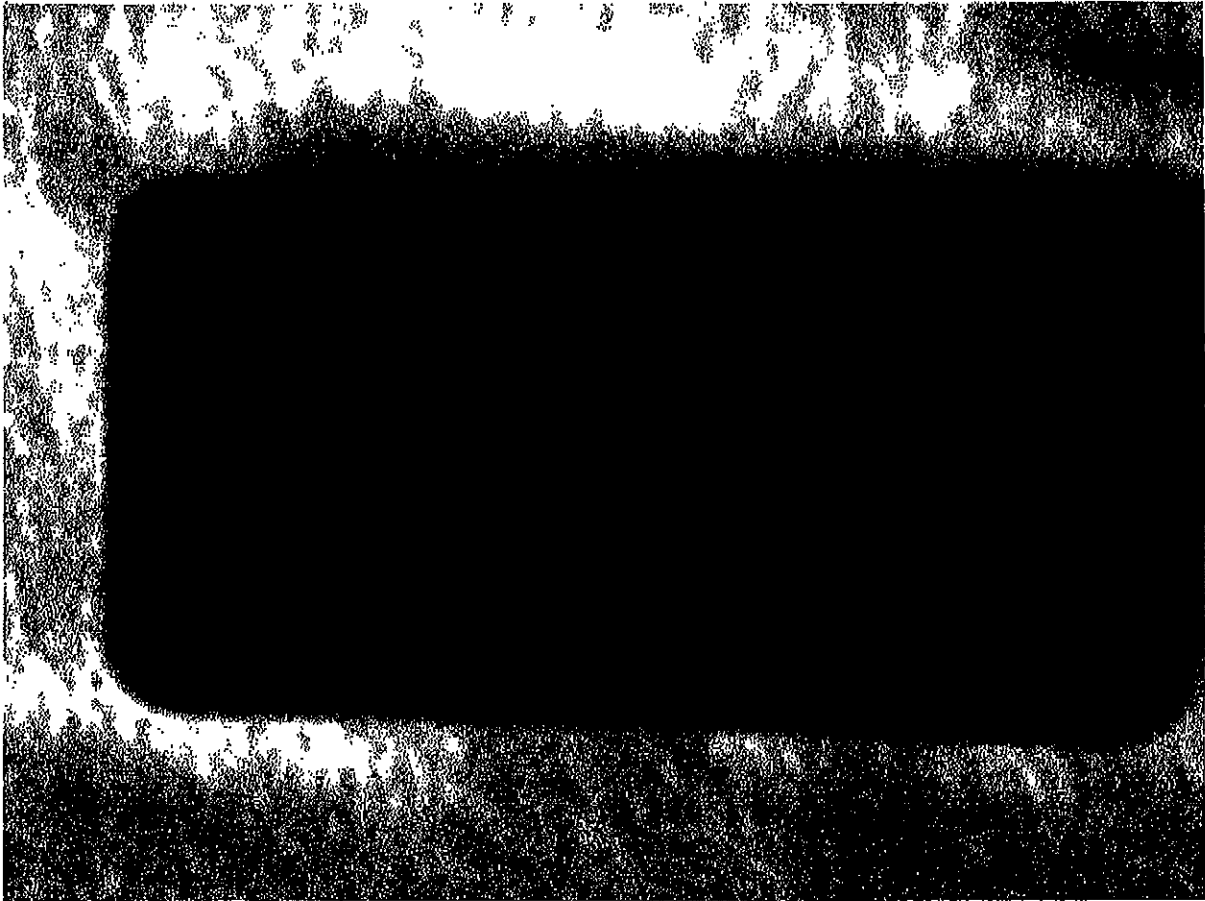


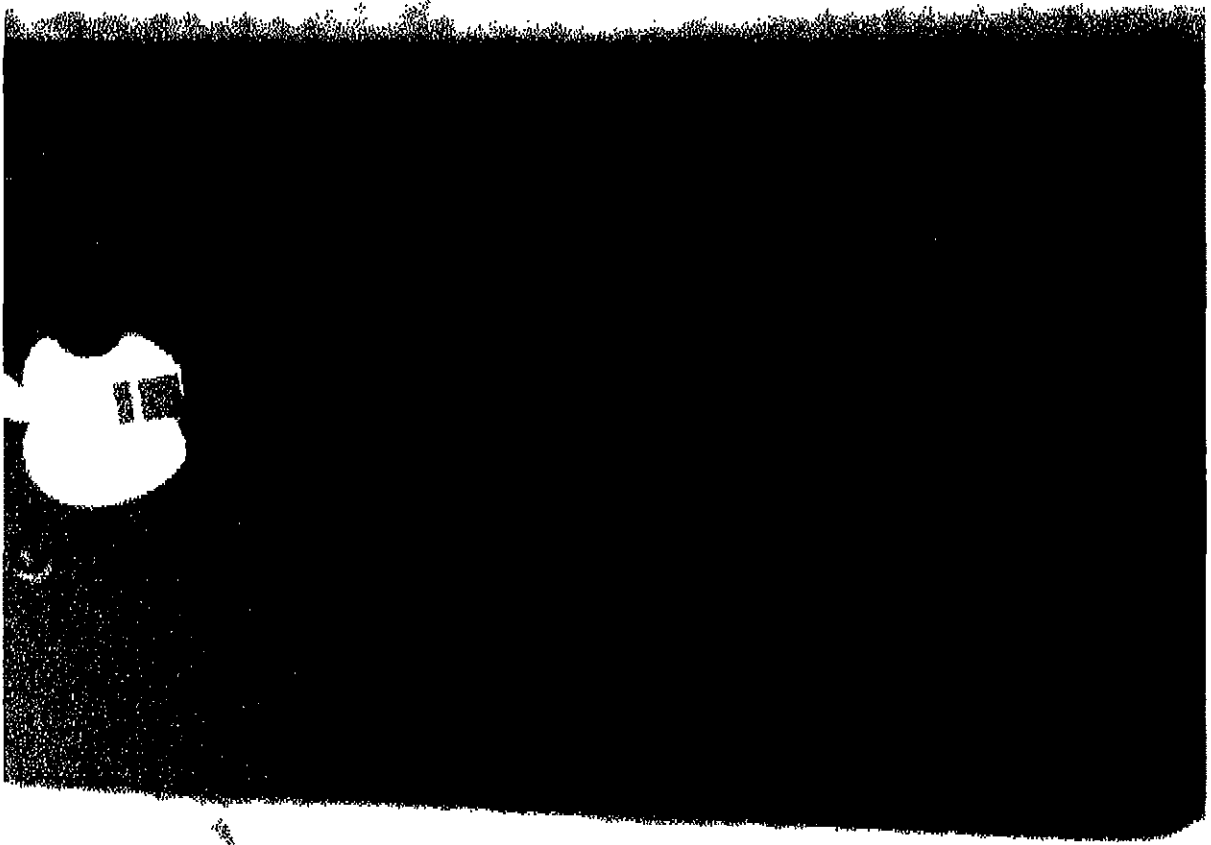
Type an SMS here







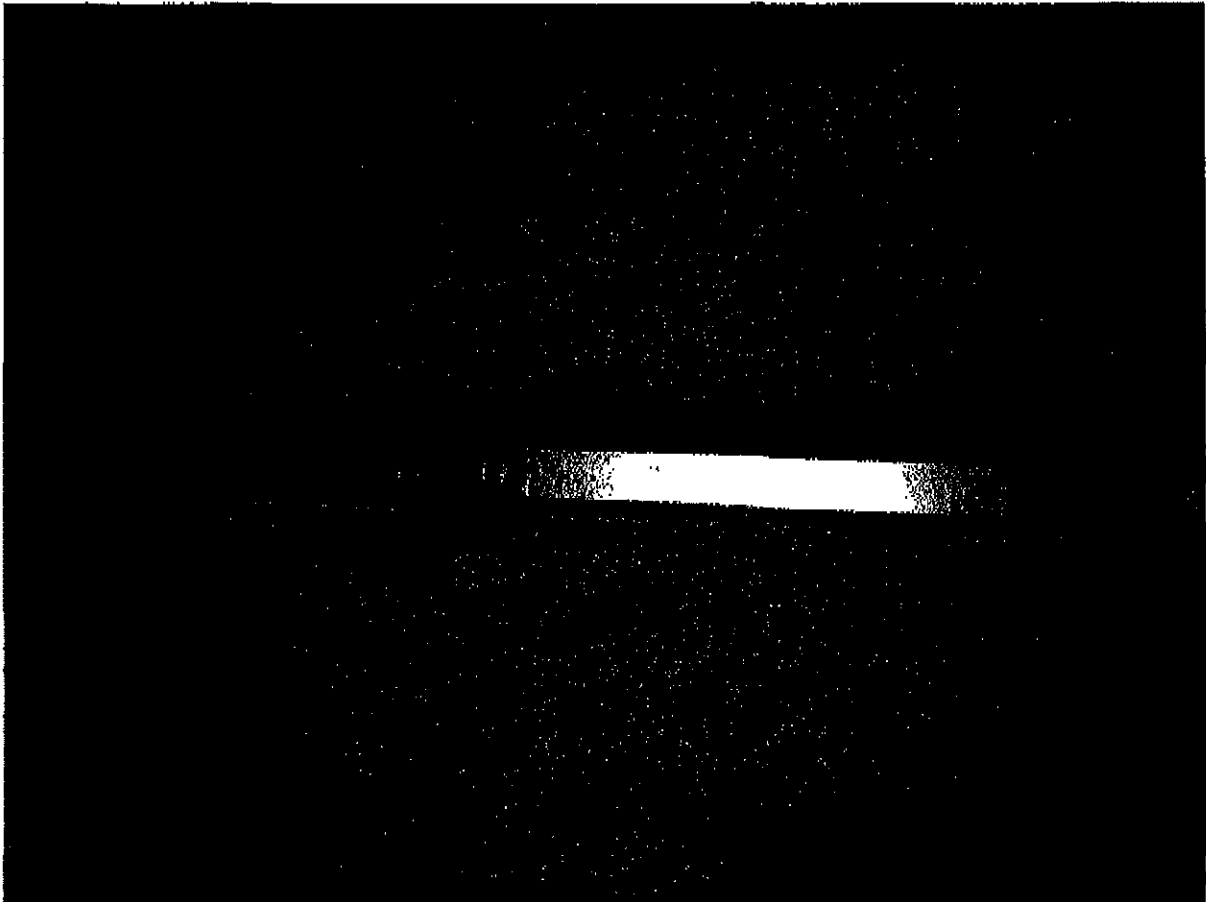


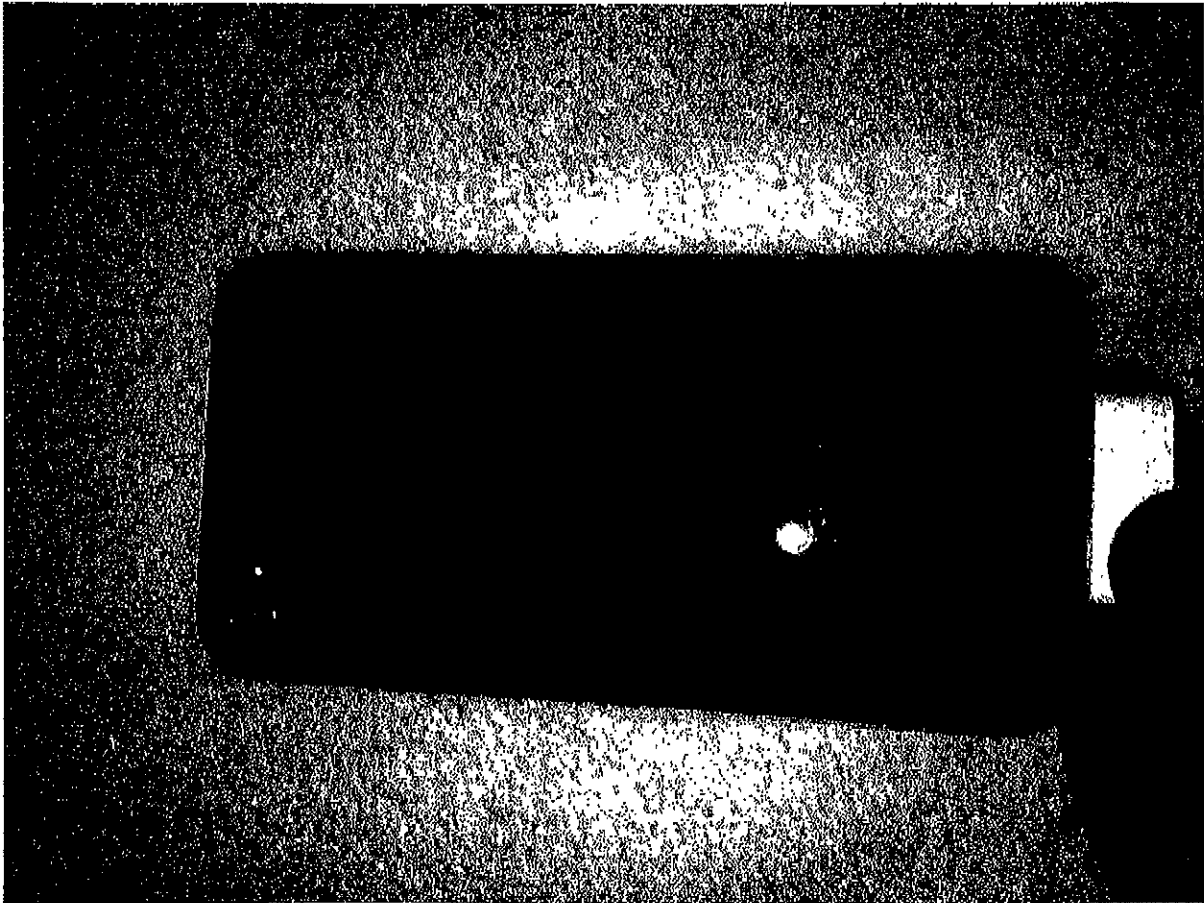


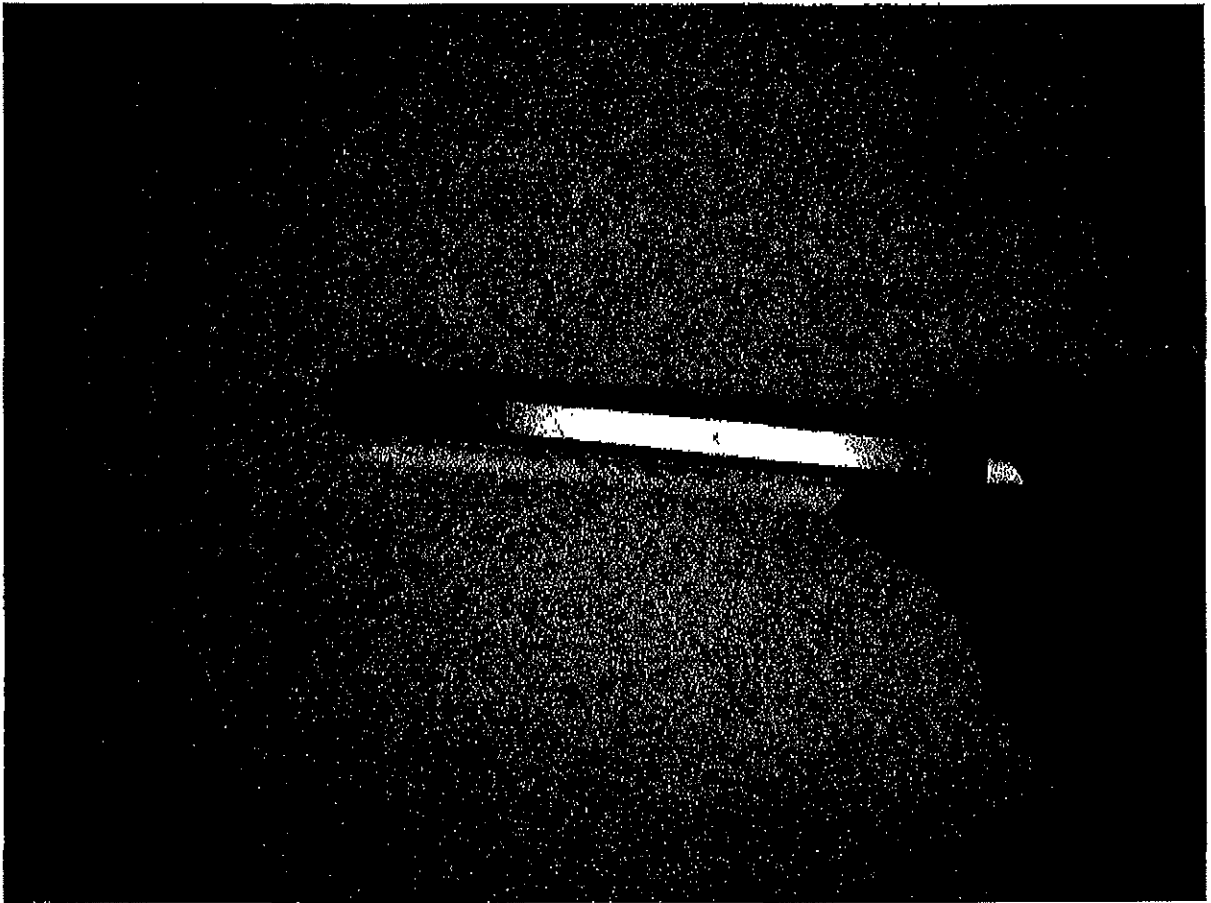


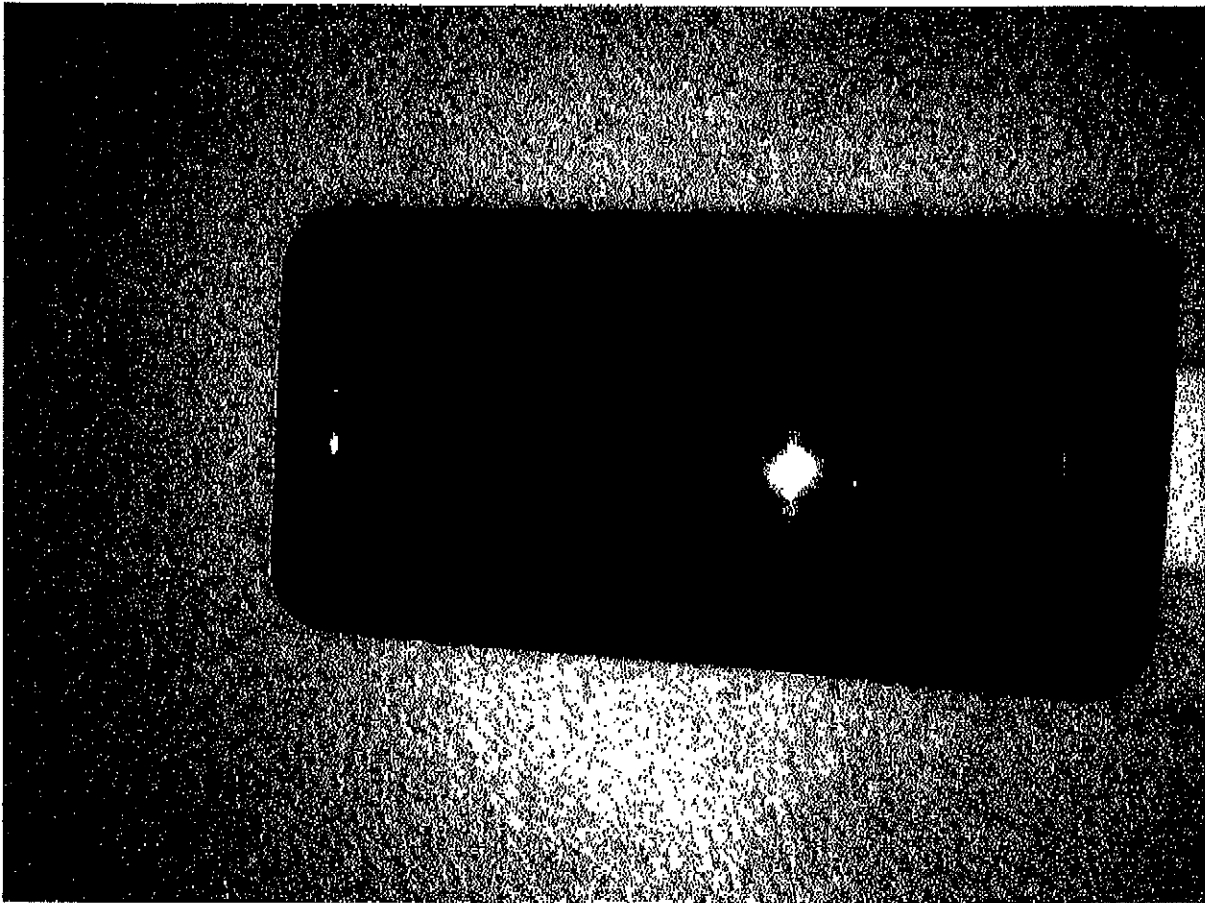


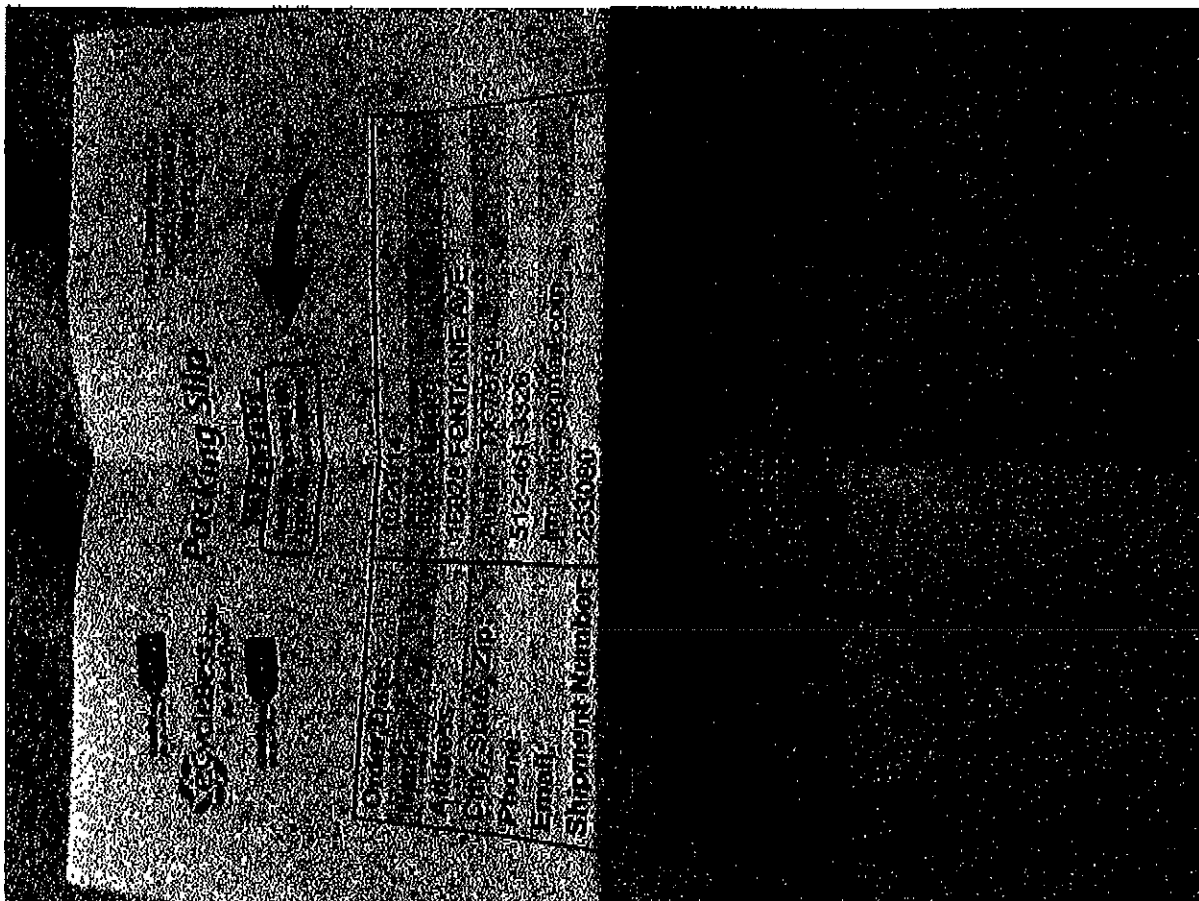














Apple Store, Barton Creek  
2901 S. Capital of Texas Highway  
Austin, TX 78746  
bartoncreek@apple.com  
512 634-0520

www.apple.com/retail/bartoncreek

July 18, 2014 06:17 PM

Repair ID: R128106231  
James Magro  
jrm.vette@gmail.com

SVC KIT, BATTERY,IPHONE 4S \$ 79.00  
Part Number: 661-6357  
Item Warranty Code: OW  
No Returns  
APPLECARE SUPPORT www.apple.com/support/

Sub-Total	\$ 79.00
Tax@8.25%	\$ 6.52
<b>Total</b>	<b>\$ 85.52</b>
Amount Paid Via VISA (A)	\$ 85.52
XXXXXXXXXXXX5039	
02269C	



\* R 0 8 5 5 2 1 4 4 7 2 \*

[http://www.apple.com/legal/sales\\_policies/retail.html](http://www.apple.com/legal/sales_policies/retail.html)  
Tell us about your experience at the Apple Store.  
Visit [www.apple.com/feedback/retail.html](http://www.apple.com/feedback/retail.html)

*Proof of  
new BATTERY*

**Jim Magro**

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**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Sunday, October 19, 2014 11:41 PM  
**To:** jrm.vette@gmail.com  
**Subject:** James, You're 1 Step Away From Your Cash

Hi James,

Congratulations on selling us your iPhone 4S 32GB ATT! Expect to receive another email from us regarding the free box that you requested. Meanwhile, we've provided below an overview of our process.

## How to Ship Your Device

### 1. Pack it.

Put your device in the box we sent you. Cushion it with bubble wrap, packing peanuts, or other fillers to keep it secured while in transit.

### 2. Label it.

Place the shipping label that we provided on the package's largest surface to ensure easy visibility.

### 3. Mail it.

Schedule a pick-up or drop the package off at any USPS location.  
Visit <https://tools.usps.com/go/POLocatorAction!input.action> to find a USPS location near you.

## A Few Friendly Reminders

Before sending us your device, make sure you didn't forget anything by using our simple checklist:

- **Back up your data.**

If you want, transfer all the data from your device to a hard drive (perhaps your laptop or desktop) or a cloud-based solution. Make sure you backed up your phonebook, personal photos, passwords, account numbers and other sensitive information. There is no turning back once you reset your device.

- **We will also perform a "factory reset" or "HDD wipe"**

A factory reset will wipe all the data from your device and return it to default factory settings. This means that your device will operate the same way it did the first time you turned it on. Upon receipt of your device, our company will immediately perform a professional CLEAN WIPE of all your data and software.

• **Include the battery, adapter, and charger if you still have them.**

You don't need to send us extra cases, ear buds, or other accessories that your device came with when you first purchased it.

We will contact you as soon as we receive your iPhone. If there is anything that we can assist you with, we're here to help!

Thanks,

**Brian**  
Customer Satisfaction Champion

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Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**Your Transaction Summary**

<b>Brand</b>	Apple
<b>Model</b>	IPhone 4S 32GB ATT
<b>Shipping Option</b>	Send me packaging and pre-paid shipping label
<b>Payment Option</b>	Paypal
<b>Sale ID</b>	494389



**Jim Magro**

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**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Saturday, October 25, 2014 8:31 PM  
**To:** jrm.vette@gmail.com  
**Subject:** James -[Shipping Box Arrived]: Send In Your Apple iPhone 4S 32GB ATT

Dear James,

• **Send Us Your Apple Today or Tomorrow and Get Your Cash Faster!**  
 You've got the maller !

• **Remember Your Free Bonus Gift**  
 Please ship it back within 5 business days, to receive a mystery Free Bonus Gift :)

• **It's Easy, Convenient and FREE, with 3 convenient ways to send your Device via USPS!**  
 - Give the prepaid return package to your USPS postal carrier,  
 - Drop off the package at the nearest USPS post office,  
 - Schedule a FREE pick-up using this link:

**>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!<<<<**

• **Your cash is waiting for you...**

But you do need to send us the Apple iPhone 4S 32GB ATT  
 If you have any questions, please don't hesitate to call now...  
 CashForLaptops family of websites 1-888-821-1143

Thanks, and get ready to enjoy that cash!

**Brian**  
 Customer Satisfaction Champlon

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 Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
 eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

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**Frequently Asked Questions:**

• **Will you erase all my data from my device?**

1

First, make sure you have copied all of your important data onto another hard drive in your home. Then send your device to us for your QUICK CASH! As soon as we receive your device, our Technical Department performs a complete ERASE and REFORMAT of your device's hard drive. The privacy of your data is guaranteed.

• **What do I need to send besides the device?**

Just the adapter/charger if you have it. Don't worry about sending the manuals, CDs or instruction manuals.

• **How soon do I get my cash?**

In most transactions, THE VERY NEXT DAY! Wow, isn't that fast? We can pay you through your PayPal account or mail a check directly to you.

**Jim Magro**


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**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Sunday, October 26, 2014 8:14 PM  
**To:** jrm.vette@gmail.com  
**Subject:** James, Cash is Waiting For You! Ship now to get [ Your Bonus Gift! ]

Dear James,

It's Brian with an Important update on your CASH reserve for your iPhone 4S 32GB ATT:

• **Accounting Has Allocated Your Cash Payment**

I can't wait to send you the cash. But in order to do that, we must receive your device as soon as possible. The special EcycleBest / CashForLaptops pre-paid return shipping container has been sent to you. If you have not received it, call me at 1-888-821-1143  1-888-821-1143 .

• **You Must Act TODAY to Receive Your Special Bonus Gift Card!**

You've only got ONE DAY LEFT. Don't miss out on receiving your Special Bonus Gift Card. You're really going to love this easy to use Gift Card.


• **PACKAGE RETURN INSTRUCTIONS**

We've made it FAST and EASY to send us your package for CASH.

- You can give the return shipping container to your US Postal Carrier
- Or you can drop it off at your nearest US Post Office
- Best yet – you can schedule a Free Postal PICK-UP by clicking the link below:

**>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!<<<<**

*I'VE REQUESTED OUR PAYMENT DEPARTMENT TO KEEP YOUR ACCOUNT ACTIVE. I'm watching out for you. DON'T MISS OUT!*

Call me at 1-888-821-1143  1-888-821-1143 if you have any questions. I'm here to help.

*Your Countdown to Cash is ON! Don't miss out. Mail the package today!*

Thanks,

**Brian**

Customer Satisfaction Champion

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Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**Jim Magro**

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**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Thursday, October 30, 2014 3:37 PM  
**To:** jrm.vette@gmail.com  
**Subject:** Order 494389 Status: Your Device Has Been Received

Dear Friend James,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

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Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**Jim Magro**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Monday, November 03, 2014 6:32 PM  
**To:** jrm.vette@gmail.com  
**Subject:** Order 494389, Your Device Has Been Inspected

Hi James,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$13 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

**Jim Magro**

---

**From:** Jim Magro <jrm.vette@gmail.com>  
**Sent:** Tuesday, November 04, 2014 5:20 AM  
**To:** CashForLaptops Family of Websites  
**Cc:** Jim Magro  
**Subject:** Re: Order 494389, Your Device Has Been Inspected

Please send the device back!!! You agreed to \$169 and my phone is in flawless condition with s new battery and worth more than \$13.

That's ridiculous and I refuse your estimate.

Jim

On Nov 4, 2014, at 8:31 AM, CashForLaptops Family of Websites <[support@cashforiphones.com](mailto:support@cashforiphones.com)> wrote:

Hi James,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$13 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

**Jim Magro**

---

**From:** Jim Magro <jm.vette@gmail.com>  
**Sent:** Tuesday, November 04, 2014 8:11 AM  
**To:** info@cashforlaptops.com  
**Cc:** Jim Magro  
**Subject:** I REJECT your offer for Order 494389. Send my exact device back immediately.

Please send the device back!!! You quoted \$163 and my phone is in flawless condition with a new battery and worth more than \$13.

My order is 494389.

That's ridiculous and I refuse your estimate. Per your website "conditions" send my "exact" phone back (I retained my serial number) since I refuse your quote.

Jim Magro

Jim



**Jim Magro**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Tuesday, November 04, 2014 5:45 PM  
**To:** jrm.vette@gmail.com  
**Subject:** Re: I REJECT your offer for Order 494389. Send my exact device b

Dear James,

I'm sorry that you're not happy with the payment you received for your device but we are not able to authorize returns over email. We want to make sure you become a satisfied customer and so I would like to direct you to our Seller Services department so they can better assist you with this situation. Please contact 888-821-1143 An agent will be available to assist you from 7am-4pm PST Monday through Friday.

If you leave a voicemail please be sure to leave a message with your first and last name and sale ID number so we can better assist you.

Respectfully,

Ann

**Jim Magro**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Tuesday, November 04, 2014 5:48 PM  
**To:** jrm.vette@gmail.com  
**Subject:** Re: Re: Order 494389, Your Device Has Been Inspected

Dear James,

Thank you for your email. I understand you would like to have your device returned. All returns must be requested over the phone not through emails. Please contact our Seller services department at 888-821-1143. Mon-Fri 6am-5PM PST

Respectfully,

Kevin

Customer Service

888-821-1143

Hours of operation: Mon-Fri, 7 a.m. to 4 p.m. PST

**Jim Magro**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Monday, November 10, 2014 8:23 AM  
**To:** jrm.vette@gmail.com  
**Subject:** James - Order 494389 Status: PayPal Payment Sent

Dear James,

Thank you for recycling your Apple iPhone 4S 32GB ATT!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: [jrm.vette@gmail.com](mailto:jrm.vette@gmail.com)

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**

Customer Satisfaction Champion

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Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

11-17-14 10:24 PM LB



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701  
Phone: 775-884-1100 Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-488-3420 Fax: 702-488-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFGU  PIJ  WCRU  
(Stamp here)

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All dates MUST be completed.

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr. Mrs. Ms. Miss

Your Name: GIBBONS ERNEST R

Your Address: 1863 SOUTHCLUB DR WELLINGTON FL 33414

Your Phone Number: 561-798-0032 561-906-0032

Email: BOBB1863@ATT.NET Call me between 8am-5pm at:  Home Cell Work

Age: Under 18 18-29 30-39 40-49 50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: CASH4IPHONE

Individual/Contact: BBB OF NEVADA BRIAN COMPANY EMPLOYEE

Individual/Business Address: US POSTAL SERVICE 84 CONEY ISLAND DR SPARKS NV 89431

Individual/Business Phone: 750 4th ST SPARKS NV 89431

Individual/Business Email: SALES@CASH4LAPTOPS.COM

Individual/Business Web Site: CASH4IPHONES

## SECTION 2.

Did you make any payments to this individual or business? Yes--Continue to Next Question  No--Skip to Section 3



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Questions? 1-888-821-1143  
7am to 4pm PST Mon - Fri



Follow

Sell iPhone How It Works About Us Reviews

My Account Contact Us

Home > Estimator crosssell2

## Thank You for Choosing Cash for iPhones!

Your **FREE** protective shipping box is on its way!

A **prepaid shipping label** has been **sent with the box**. You are guaranteed free shipping from any USPS location. Please allow USPS 3-5 business days to deliver your mailer.

A link to your prepaid shipping label has been sent to your email address. If you wish to print a copy of your prepaid shipping label please click the button below

PRINT MY SHIPPING LABEL

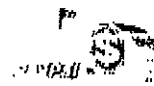


Free protective  
Device Square

Free protective packaging  
delivered to your doorstep.



Guaranteed free shipping  
from any USPS location.



Quick payment options via  
PayPal or check.

### WIN AN IPAD

Send your device in 7 days or less and get an exclusive entry to our iPad raffle this month!

[Learn more](#)

### EARN \$10 FOR EVERY REFERRAL

Refer your friends and get paid \$10 for every successful referral.

Google Site Stats  
[Learn more](#)

#### Sell Your iPhone by

**Model**  
iPhone 4  
iPhone 4s  
iPhone 5  
iPhone 5s  
iPhone 5c

#### Sell Your iPhone by

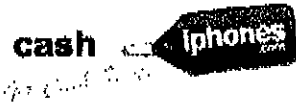
**Condition**  
New iPhone (out of the box)  
Old iPhone (barely used)  
Used iPhone (not damaged)  
Damaged iPhone (not broken)  
Broken iPhone (still

#### Sell Your iPhone by

**Carrier**  
AT&T  
Boost Mobile  
C-Block  
MetroPCS  
Sprint  
Verizon  
Other Carrier  
Unlocked

#### Other Resources

Help/FAQ  
Blog  
Resources  
Press



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Questions? 1-888-821-1143  
7am to 4pm PST Mon - Fri

1-888-821-1143

Sell iPhone How It Works About Us Reviews

My Account Contact Us

Get Your iPhone by: MODEL CONDITION CARRIER Location: My Account iPhone Recycling Fee: Back to work: [View All](#)  
Home: [Estimator](#)

### Instant Quote for Apple iPhone 5 16GB ATT

Select Your Model and Get An Instant Quote

Search & Find Your Device

See Your Quote

My iPhone:

- Powers on and works fine
- OR
- Does Not Power On
- Has a Damaged or Defective Screen
- Has a Bad Battery

Depending on its condition, we can pay you as much as

# \$267

with an additional fee

The Original Cash For Laptops Business Since 2002

My Cashbox

[See Now](#)

Your Quote:

iPhone 5 16GB ATT  
\$267 Remove

Total Quote:

## \$267

[Add Another Device](#)

[Continue](#)

### What's Next?

- 1. Request a Free Quote
- 2. Receive money for your iPhone
- 3. Upgrade to a new iPhone

Request FREE, prepaid, protective packaging

#### Sell Your iPhone by Model

- iPhone 4
- iPhone 4s
- iPhone 5
- iPhone 5s
- iPhone 5c

#### Sell Your iPhone by Condition

- New iPhone (out of the box)
- Old iPhone (barely used)
- Used iPhone (not damaged)
- Damaged iPhone (not broken)
- Broken iPhone (still works)
- Dead iPhone (not working)

#### Sell Your iPhone by Carrier

- AT&T
- Boost Mobile
- Cricket
- MetroPCS
- Sprint
- Verizon
- Other Carrier
- Unlocked

#### Other Resources

- Help/FAQ
- Blog
- Resources
- Press

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method: Cash Credit Card Debit Card Check  
 Financed Wire Transfer Money Order Cashier's Check Other: \_\_\_\_\_

Was a contract signed? Yes No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney? Yes No  
 If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending? Yes No Have you lost a lawsuit in this matter? Yes No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is: THEY ADVERTISED 267.00 FOR MY PHONE. MY PHONE WAS LESS THAN 1 YEAR OLD, HAD A TEMPERED GLASS OVER THE FRONT, UNBREAK A BILL, AND A SILICONE COVER, AND KEPT IN A LEATHER BELT CASE. THEY SENT 21.00. I QUESTION BRIAN HE SAID SOMETHING WAS WRONG WITH IT AND IT HAD A PINK HUGE TO IT. HE THEN SENT 9.00 MORE DOLLARS. I REPORTED THEM TO BBB ON NEVADA AND THEY SENT ME 35.00 DOLLARS MORE. THEY HAVE 893 COMPLAINTS, 696 IN THE LAST 12 MONTHS AND A D+ RATING. THEY DO NOT BELONG TO BBB. THEY ARE RIPPING PEOPLE OFF

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

Print

Page 1 of 1

**Subject:** Order 478487 Status: Your Device Has Been Received  
**From:** CashForLaptops Family of Websites (support@cashforiphones.com)  
**To:** bobg1863@att.net;  
**Date:** Saturday, October 4, 2014 11:42 AM

Dear Friend Ernest,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email  
 Cash for iPhones | Facebook | Twitter | Email  
 eCycle Best | Facebook | Twitter | Email



**Better Business Bureau<sup>®</sup> Start With Trust<sup>™</sup> | Online Complaint System**

[BBB.org](#) [Contact Us](#)

Your complaint has been submitted

Thank you for submitting your complaint to us.

The BBB that will process your complaint is:

**BBB of Northern Nevada**  
4834 Sparks Blvd STE 102  
Sparks, NV 89436-8157  
Phone: (775)322-0657  
Fax: (775)322-8163  
Email Address: [info@reno.bbb.org](mailto:info@reno.bbb.org)  
Website: [www.reno.bbb.org](http://www.reno.bbb.org)

**HELP**

You may print this page for your records. You will also receive an email confirmation of your complaint from [info@reno.bbb.org](mailto:info@reno.bbb.org).

You will hear from this BBB soon regarding your complaint.

**What's next?**

Did you know BBB does more than just collect complaints? Use BBB to get news and tips concerning the marketplace. Or to find a great BBB Accredited Business.

Would you like to be added to our mailing list to receive other BBB information?

Print

Page 1 of 1

**Subject:** You have MONEY from Cash4laptops & eCycleBest  
**From:** LDR LLC via PayPal (member@paypal.com)  
**To:** bobg1863@att.net;  
**Date:** Wednesday, October 8, 2014 8:08 AM






**LDR LLC sent you \$21.00 USD**

Transaction ID: [6SR31207JU3961825](#)

Hello ERNEST GIBBONS,  
 Just thought you'd like to know LDR LLC sent you \$21.00 USD.

[Get the details](#)

Once the money's there you can:

-  Spend the money online at thousands of stores that accept PayPal.
-  Transfer it to your bank account (takes 2-3 days).
-  Get a PayPal Debit MasterCard.

**Don't see the money in your account?**

Don't worry - sometimes it just takes a few minutes for it to show up.

**Sender Information**

LDR LLC  
 sales@cash4laptops.com  
 888-821-1143

[Help Center](#) | [Resolution Center](#) | [Security Center](#)

Please don't reply to this email. It'll just confuse the computer that sent it and you won't get a response.

Copyright © 2014 PayPal, Inc. All rights reserved. PayPal is located at 2211 N. First St., San Jose, CA 95131.

PayPal Group, 1500 California Street, San Jose, CA 95128

Print

Page 1 of 1

**Subject:** Ernest - Order 478487 Status: PayPal Payment Sent

**From:** CashForLaptops Family of Websites (support@cashforiphones.com)

**To:** bobg1863@att.net;

**Date:** Wednesday, October 8, 2014 8:13 AM

Dear Ernest,

Thank you for recycling your Apple iPhone 5 16GB ATTI

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: bobg1863@att.net

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**

Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email

Cash for iPhones | Facebook | Twitter | Email

eCycle Best | Facebook | Twitter | Email

Print

Page 1 of 1

**Subject:** BBB Complaint Submission  
**From:** complaints@cbbb.bbb.org (complaints@cbbb.bbb.org)  
**To:** bobg1863@att.net;  
**Date:** Wednesday, October 8, 2014 9:16 AM

Thank you for submitting your complaint to us.

The BBB that will process your complaint is:

- **BBB of Northern Nevada**
- 4834 Sparks Blvd STE 102
- Sparks, NV 89436-8157
- Phone: (775)322-0657
- Fax: (775)322-8163
- Email Address: info@reno.bbb.org
- Website: www.reno.bbb.org

You will hear from this BBB soon regarding your complaint.

## What's next?

Did you know BBB does more than just collect complaints? Use BBB to get news and tips concerning the marketplace. Or to find a great BBB Accredited Business.

### BBB CASE#: 11033431

Complaint filed by:	Ernest Robert Gibbons (More)
Complaint filed against:	cashforiphones.com (More)
Complaint status:	Forward Business response to Consumer (More)
Case Description:	On there website they offered me \$257.00 dollars and sent me \$21.00. They need to give me what they quoted.... (More)
Category:	Contract Issues
Case opened date:	10/08/2014
Case closed date:	
Desired Resolution:	DesiredSettlementID: Refund \$246.00 more dollars.... (More)

[Download a copy of this complaint so you can print it for your records](#)

#### On October 14, 2014, the business provided the following information:

BBB Case # 11033431 received on 10-14-2014  
 Mr. Gibbons contacted our customer service department and expressed unhappiness regarding payment. Since the three-day window to have it returned had past and the device had been processed, our customer service team offered an additional amount of \$9 for the device. At that time, Mr. Gibbons agreed to the additional amount. We recognize that Mr. Gibbons is less than satisfied with our transaction and we are truly sorry that Mr. Gibbons had a less than satisfactory experience with us. While Mr. Gibbons has already received a total payment of \$30, we will make another payment of \$35 in addition to the previously received disbursements. We are working to improve our process and we take all complaints into account in order to improve the experience of our customers. We appreciate your cooperation in our efforts to resolve this matter.  
 Respectfully,  
 Kenneth

#### All attachments for this complaint.

NOTE: You may need [Adobe Reader](#) and/or [WinZip](#) to view these files:

Please click on the link(s) below to view attachments or response:  
[More info received from consumer \(10/13/2014\)](#)

### Response

The text of your response may be publicly posted on the BBB web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any personally identifiable information in your response. By submitting your complaint, you are representing that it is a truthful account of your experience with the business. BBB may edit your complaint to protect privacy rights and to remove inappropriate language.

If you have additional information that you would like us to review as not an official part of your response, you will have the opportunity to send us those additional comments once this response has been submitted.

Do you accept the response from the business?

Yes  No

Please explain why you do or do not accept their response (max 9000 characters)

9000 characters left

Items in **italics** are required in order to proceed. Items in **italics** may be required in order to proceed.

**CASE ID: 11033431**

**On October 15, 2014, you provided the following information:**

(The consumer indicated he/she DID NOT accept the response from the business.)

First of all I never agreed to \$21.00 or the \$9.00 dollars extra.

Second they received the iphone on the 3 rd of Oct. Friday, the next email I had was on the 8 th of Oct saying they were giving me \$21.00 Dollars. I ask for the phone back then since that was the first communication I had with them about the price. I expected to receive \$267.00 as they advertised.

They have given me \$30.00 for a phone that was almost brand new, I want \$237.00 more.

# COMPLAINT ACTIVITY REPORT Case # 11033431 BBB Serving Northern Nevada

**Consumer Info:** Gibbons, Ernest Robert    **Business Info:** Laptop & Desktop Repair, LLC  
 1883 S Club Dr                      84 Coney Island Dr  
 Wellington, FL 33414-9072        Sparks, NV 89431  
 561.798-0032 561.798-0032        888.821.1143  
 bobg1863@att.net

**Location Involved:** (Same as above)

**Consumer's Original Complaint:**

On there website they offered me \$267.00 dollare and sent me \$21.00. They need to give me what they quoted. My Iphone 5 was only 1 year old and in perfect condition. I should have know this was a rip off when they had 582 complaints against them and was not a member of the BBB.

Product\_Or\_Service: Apple  
Order\_Number: 239985  
Account\_Number: 0

**Consumer's Desired Resolution:**

DesiredSettlementID: Refund\$246.00 more dollare.

**BBB Processing**

- 10/08/2014    web    BBBCase Received by BBB
- 10/08/2014    tms    BBBCase Reviewed by BBB
- 10/08/2014    Otto    EMAIL    Send Acknowledgement to Consumer
- 10/08/2014    Otto    EMAIL    Notify Business of Dispute

10/13/2014    **BBBMORE INFO RECEIVED FROM CONSUMER :** Today it still says \$267.00 for iphone5, I spoke to them last week and they toll me there was a pink color to the phone due to pressing to had on the glass. That cannot be right because I had a tempered unbreakable glass installed over the glass front by AT&T to protect the phone. Also the phone was in a Speck all silicone case to protect the phone from damage. This is why they have 582 complaints against them because they rip people off. This company should be investigated by the Attorney General of Nevada. Go to iphones for cash there web site and put in Iphone 5 and you can see there offer where they are still screwing people.

10/13/2014    **BBBMORE INFO RECEIVED FROM CONSUMER :** \*\*\*Document Attached\*\*\*

10/14/2014    **WEB    BBBRECEIVE BUSINESS RESPONSE :** BBB Case # 11033431 received on 10-14-2014

Mr. Gibbons contacted our customer service department and expressed unhappiness regarding payment. Since the three-day window to have it returned had past and the device had been processed, our customer service team offered an additional amount of \$9 for the device. At that time, Mr. Gibbons agreed to the additional amount. We recognize that Mr. Gibbons is less than satisfied with our transaction and we are truly sorry that Mr. Gibbons had a less than satisfactory experience with us. While Mr. Gibbons has already received a total payment of \$30, we will make another payment of \$35 in addition to the previously received disbursements.

We are working to improve our process and we take all complaints into account in order to improve the experience of our customers.

We appreciate your cooperation in our efforts to resolve this matter.

Respectfully,  
Kenneth

10/14/2014    tms    EMAIL    Forward Business response to Consumer

10/15/2014    **WEB    BBBBBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE :** (The consumer indicated he/she DID NOT accept the response from the business.)

First of all I never agreed to \$21.00 or the \$9.00 dollare extra.

Second they received the Iphone on the 3 rd of Oct. Friday, the next email I had was on the 8 th of Oct saying they were giving me \$21.00 Dollare. I ask for the phone back then since that was the first communication I had with them about the price. I expected to receive \$267.00 as they advertised. They have given me \$30.00 for a phone that was almost brand new, I want \$237.00 more.

10/15/2014    tms    EMAIL    Forward Consumer Rebuttal to Business

10/21/2014    **WEB    BBBRECEIVED BUSINESS' REBUTTAL RESPONSE :** BBB Case # 11033431

Mr. Gibbons did accept the total \$30 when he spoke to one of our customer services agents. At that time, Mr. Gibbons had the opportunity to request the device for return, per our terms and condition, but instead accepted the additional \$9 for a total \$30. The agent explained to Mr. Gibbons the overall condition of the device and the reason for the payment.

I have given Mr. Gibbons an additional \$35 for a total of \$65 which is more than what the device is worth in the condition it was in. We appreciate your cooperation in our efforts to resolve this matter.

Respectfully,  
Kenneth

10/21/2014 tms EMAIL Send Business' Rebuttal Response to Consumer  
10/22/2014 WEB BBBCONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

They need to man up and pay what the offered. I will spread the word so other people will not get ripped off!



**SECTION 6.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is not my private attorney, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does not represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Ernest R Gibbons  
Signature

ERNEST R GIBBONS  
Print Name

11-17-2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office? Yes  No   
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

**Ethnic Identification:**

**Primary Language:**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other

1117114  
LG  
3:48



STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL  
BUREAU OF CONSUMER PROTECTION  
100 North Carson Street, Carson City, Nevada 89701-4717  
Telephone (775)684-1169

# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

**YOUR NAME**

Your First Name: Philip

Your Last Name: BACON

Your Address: 11257 NW 10th PLACE  
CORAL SPRINGS FL 33091  
(City) (State) (Zip)

Your Phone Number (#): \_\_\_\_\_

Your Mobile #: 954 682-3638

Your Fax #: \_\_\_\_\_

Your Email: PhilipBACON@gmail.com

Your Date of Birth: 5/9/51

**YOUR COMPLAINT IS AGAINST**

Individual/Business: LAPTOP + DESKTOP REPAIR DBA  
CASH FOR LAP TOPS  
"KEA"

If Business, Contact Person: \_\_\_\_\_

Individual/Business Address: 87 Coney Island DR.  
SPARKS NEVADA  
(City) (State) (Zip)

Individual/Business Phone #: 1888 821-1143

Individual/Business Mobile #: \_\_\_\_\_

Individual/Business Mobile #: \_\_\_\_\_

Individual/Business Mobile #: \_\_\_\_\_

Individual/Business Mobile #: \_\_\_\_\_

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint is: DECEPTIVE SALES PRACTICES - BAIT & SWITCH

I SAW THEIR WEBSITE "CASHFORIPHONES.COM" WHERE THEY GAVE  
ME A MARKET QUOTE OF \$407 FOR MY IPHONE 5S 64GB PHONE, UPON SENDING  
IN THEY TOLD ME THEY WOULD GIVE ME ONLY \$61 FOR IT CITING "WEAR & TEAR."  
I ASKED THEM TO RETURN MY PHONE & THEY TOLD ME THAT THE PHONE  
"HAD BEEN PROCESSED." I INSISTED THAT THEY RETURN MY PHONE  
BUT THEY CONTINUED TO TRY & NEGOTIATE UP FROM THE \$61 THAT THEY  
OFFERED. AFTER LITERALLY AN HOUR OF BEING ON THE PHONE WITH THEM &  
FEARING THAT I WOULD LOOSE MY CONNECTION, I SETTLED FOR \$300 MY PHONE  
WAS IN FLAWLESS CONDITION AND THEY STOLE THE PHONE AT THAT PRICE!

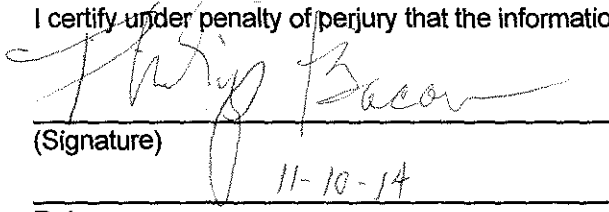
I CONSIDER WHAT I WENT THROUGH BY NOT BEING  
ABLE TO GET MY PHONE BACK A FRAUD + AN UNFAIR  
BUSINESS PRACTICE AND I WOULD BE HAPPY TO GIVE THEM  
THEIR \$ 200 TO GET MY PHONE BACK!

**SECTION 3.**

**Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
\_\_\_\_\_  
(Signature)

PHILIP BACON  
\_\_\_\_\_  
(Print Name)

11-10-14  
\_\_\_\_\_  
Date:

\_\_\_\_\_  
(Signature)  
  
\_\_\_\_\_  
Date:

\_\_\_\_\_  
(Print Name)

305-424-8741

Sent from my iPhone 4S  
Please excuse any dictation errors!

[Quoted text hidden]

---

**Philip Bacon** <philipbacon1@gmail.com>  
To: CashForLaptops Family of Websites <support@cashforiphones.com>

Fri, Nov 7, 2014 at 7:08 AM

If you don't send my device back in exactly the condition (flawless) that I sent it to you I will report you to the authorities for theft and bait and switch. My device (I took pictures) is in flawless condition and is an iPhone 5s with 64 gbs of storage. Please return my device immediately!

[Quoted text hidden]

---

**Philip Bacon** <philipbacon1@gmail.com>  
To: CashForLaptops Family of Websites <support@cashforiphones.com>

Fri, Nov 7, 2014 at 7:09 AM

Return my device immediately 954-682-3638. I was warned on-line that you might do this!

[Quoted text hidden]

---

**Philip Bacon** <philipbacon1@gmail.com>  
To: CashForLaptops Family of Websites <support@cashforiphones.com>

Fri, Nov 7, 2014 at 7:13 AM

Please provide your phone number. You have just stolen my phone!

Philip Bacon  
President  
Urban Philanthropies  
1440 Coral Ridge Dr. #119  
Coral Springs, FL 33071

Mail:  
P.O. Box 12311  
Miami, FL 33101

Phone/Fax  
305-424-8741

Sent from my iPhone 4S  
Please excuse any dictation errors!

On Nov 6, 2014, at 7:30 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

[Quoted text hidden]

---

**CashForLaptops Family of Websites** <support@cashforiphones.com>  
To: philipbacon1@gmail.com

Fri, Nov 7, 2014 at 10:44 AM

Dear Philip,

Thank you for your email. I understand you would like to have your device returned. All returns must be requested over the phone not through emails. Please contact our Seller services department at 888-821-1143. Mon-Fri 6am-5PM PST

Respectfully,

Ken

Customer Service

888-821-1143

Hours of operation: Mon-Fri, 7 a.m. to 4 p.m. PST



Philip Bacon &lt;philipbacon1@gmail.com&gt;

---

**Order 485821, Your Device Has Been Inspected**

6 messages

---

**CashForLaptops Family of Websites** <support@cashforiphones.com>  
To: philipbacon1@gmail.com

Thu, Nov 6, 2014 at 7:30 PM

Hi Philip,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$61 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

---

**Philip Bacon** <philipbacon1@gmail.com>  
To: CashForLaptops Family of Websites <support@cashforiphones.com>

Fri, Nov 7, 2014 at 6:59 AM

Send my device back now! You quoted me \$407 for my iPhone 5S 64 GB device and now you want to give me \$61 for it? Send my device back to me immediately!

Philip Bacon  
President  
Urban Philanthropies  
1440 Coral Ridge Dr. #119  
Coral Springs, FL 33071

Mail:  
P.O. Box 12311  
Miami, FL 33101

Phone/Fax



Philip Bacon &lt;philipbacon1@gmail.com&gt;

---

**Philip - Order 485821 Status: PayPal Payment Sent**

1 message

---

**CashForLaptops Family of Websites** <support@cashforiphones.com>

Mon, Nov 10, 2014 at 9:19 AM

To: philipbacon1@gmail.com

Dear Philip,

Thank you for recycling your Apple iPhone 5S 64GB T-Mobile!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!**Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: philipbacon1@gmail.com

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**

Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email

Cash for iPhones | Facebook | Twitter | Email

eCycle Best | Facebook | Twitter | Email



FROM:  
PHILIP BACON  
11357 NW 10TH PL  
CORAL SPRINGS FL 33071-5128

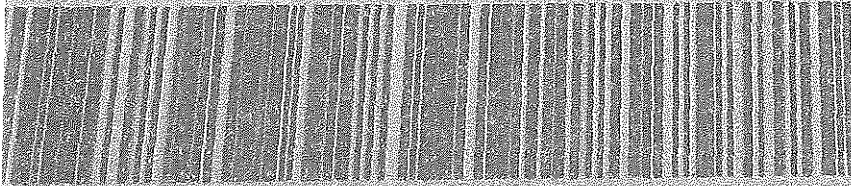
POSTAGE DUE COMPUTED  
BY POSTAGE DUE UNIT

POSTAGE \_\_\_\_\_  
TOTAL POSTAGE AND FEES DUE \$ \_\_\_\_\_

FIRST CLASS

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

USPS TRACKING #



9321 6899 3290 9003 3052 04

246030

MERCHANDISE RETURN LABEL

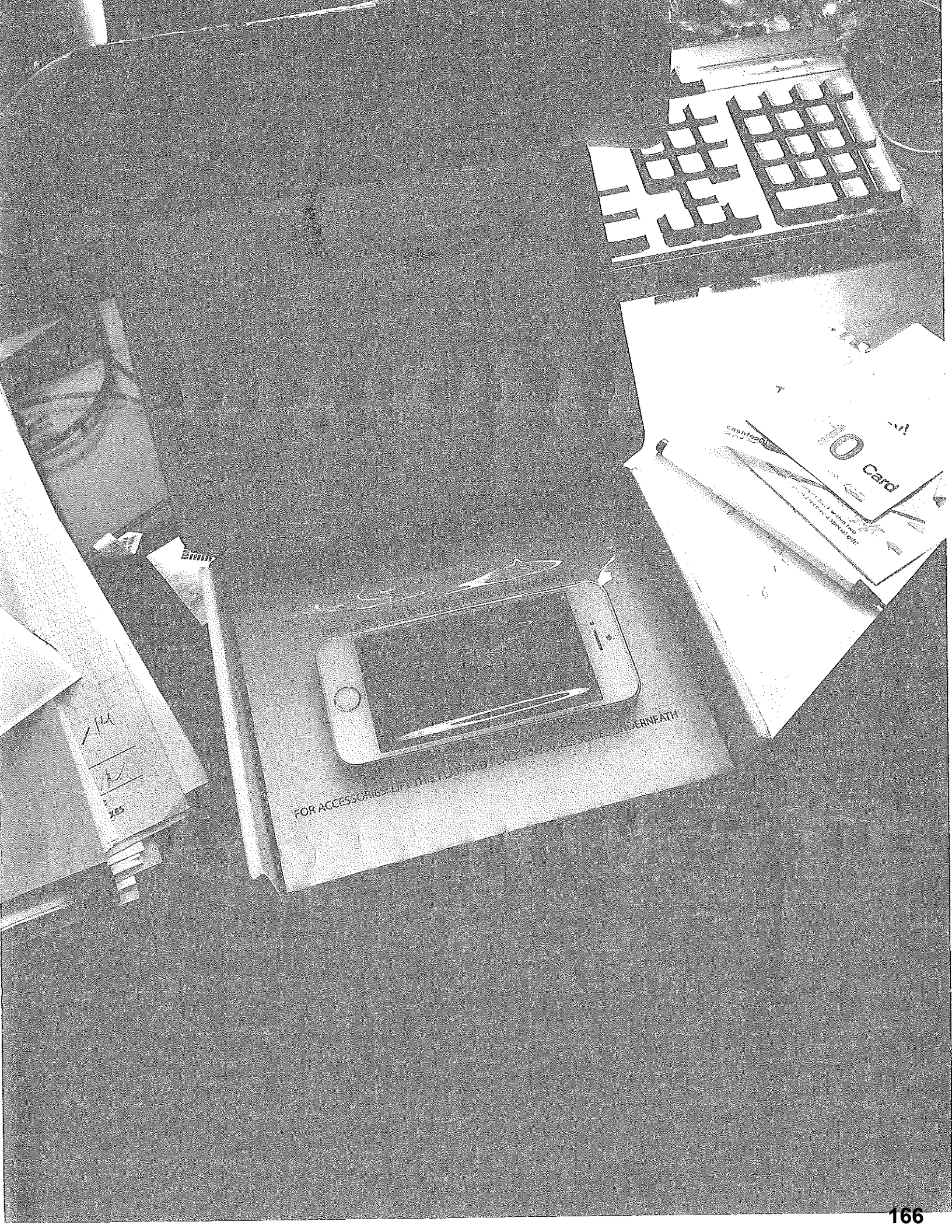
PERMIT NO. 10  
ECYCLEBESTIC/FICFL

SPARKS NV 89431  
84 COKEY ISLAND DR

POSTAGE DUE UNIT  
US POSTAL SERVICE  
780 4TH ST  
SPARKS NV 89431-7419

PLACE RETURN LABEL OVER ORIGINAL LABEL  
ABOVE AND SEAL BOX WITH THE STICKER



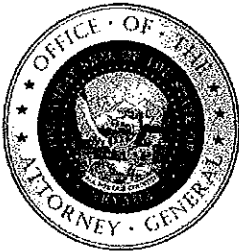


FOR ACCESSORIES LIFT THIS FLAP AND PLACE ACCESSORIES UNDERNEATH

10 Card

YES

#4064374303



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701  
Phone: 775-684-1100 Fax: 775-684-1108

555 E. Washington Ave., #3900 Las Vegas, NV 89101  
Phone: 702-486-3420 Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_  
Date Received: \_\_\_\_\_  
Complaint Type: \_\_\_\_\_

Referred to:  BCP  G  
 JUI  OMI  UMI  
 MFOU  PII  WFOU  
(Select one)

11/10/14  
 8:30  
 11/17/14  
 LG  
 8:49

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Curtis Mark A  
Last First MI

Your Address: 20 Spring Hollow Ct Helena MT 59601  
Address City State Zip

Your Phone Number: 406-437-4303 406-444-2875  
Home Cell Work Fax

Email: mcurtis5484@msn.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Laptops & Desktop Repair, LLC

Individual/Contact: Thompson Peter Customer Service  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Dr Sparks NV 89431  
Address City State Zip

Individual/Business Phone: 888-821-1143  
Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: http://www.cashforlaptops.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

On 10/25/2014, I was quoted a price for my like-new 4th-generation iPad WiFi 64GB of up to \$343. I was also told that if I sent the iPad to them for inspection and a final quote, if I wasn't satisfied with the quote, I could have my iPad returned to me. On 10/25/2014, they e-mailed me a prepaid USPS label to use for shipping my iPad. On Monday, 10/27/2014, I shipped my iPad, which included the iPad, all original accessories, and the original iPad box and shipping box. On 10/30/2014, I received an e-mail that stated that my iPad had been received. On 11/1/2014, I received an e-mail that my iPad had been inspected, and they offered me \$52 to buy it. I immediately rejected their offer via e-mail, and asked that my iPad be returned to me. I also called the company, and left a phone message rejecting their offer, and requesting that my iPad be returned. I also left a similar message on their website and facebook pages. On 11/7/2014, they sent me an e-mail that they had paid me \$52 for my iPad via PayPal. I immediately refunded the money back to the company via PayPal, and included a message demanding that my iPad be returned. The company called me on 11/8/2014, and stated that they could not return my iPad because I hadn't talked to them directly on the phone even though I had called and left phone messages to return my iPad, and sent similar messages via e-mail, their website, and facebook page. The company e-mailed me their offer for buying my iPad; they didn't call me in person to present their offer? I told the company that they were in violation of the law, and I again wanted my iPad returned.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Mark Curtis Mark Curtis  
Signature Print Name  
11/9/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

## Re: Mark - Order 498652 Status: PayPal Payment Sent

Mark Curtis on behalf of Mark Curtis <mcurtis5484@msn.com>

Fri 11/7/2014 5:36 PM

To: CashForLaptops Family of Websites <support@cashforlaptops.com>;

I refunded the payment you sent me, as I rejected your offer for my iPad, which I have the legal right to do per your offer. I rejected the offer within three business days, and I contacted you via phone, e-mail, your website, and your facebook page. Unless you send me my iPad back, I will be pursuing legal action.

Mark Curtis  
20 Spring Hollow Ct  
Helena, MT 59601  
(406) 437-4303

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**From:** CashForLaptops Family of Websites <support@cashforlaptops.com>  
**Sent:** Friday, November 7, 2014 8:52 AM  
**To:** mcurtis5484@msn.com  
**Subject:** Mark - Order 498652 Status: PayPal Payment Sent

Dear Mark,  
Thank you for recycling your Apple iPad 4 64GB WIFI!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforlaptops.com/> to recycle their electronics too!

### **Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.cashforlaptops.com/>:  
Username: mcurtis5484@msn.com



Your password can easily be reset by visiting [http://www.cashforlaptops.com/reset\\_password](http://www.cashforlaptops.com/reset_password).

Thank you!

**Brian**

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I received a quote from ecylcebest.com to purchase my iphone 5 for \$190. I sent them the I phone. I got a payment for \$19. I have been trying to call them every day. I stay on hold until I have to finally hang up or it rings twice and I get a busy tone. I did finally get a girl on the phone today. She told me I got a confirmation email on 10/21 with a new bid price for the phone after a technician looked at it and per the agreement on the original offer I had 3 days to dispute. I never got an email from them. Now again I can't get them on the phone. I have researched them online now. I guess they operate many websites that do this. If you look at BBB and ripoff report it is all the same thing. Someone needs to stop this guy. Please help.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.



**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.



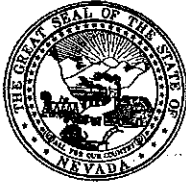
Kris Gaerlan

Signature

Print Name

11/10/2014

Date (mm/dd/yyyy)



STATE OF NEVADA  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER PROTECTION  
 100 North Carson Street, Carson City, Nevada 89701-4717  
 Telephone (775)684-1169

# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

YOUR NAME
Your First Name: <u>John</u>
Your Last Name: <u>Miller</u>
Your Address: <u>2152 Sterling Dr</u> <u>Doeklin</u> <u>Ca</u> <u>95765</u> (City) (State) (Zip)
Your Phone Number (#): <u>916-320-7420</u>
Your Mobile #: _____
Your Fax #: _____
Your Email: <u>j.miller4@gmail.com</u>
Are you older than 60 or Disabled: <u>NO</u>

YOUR COMPLAINT IS AGAINST
Individual/Business: <u>LAPTOP and Desktop Repair</u>
If Business, Contact Person: _____
Individual/Business Address: <u>84 Coney Island Dr</u> <u>Sparks</u> <u>Nv</u> <u>89431</u> (City) (State) (Zip)
Individual/Business Phone #: <u>888-821-1143</u>
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint Is: See attached

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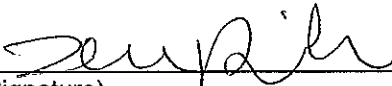
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**SECTION 3.**

**Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
(Signature)

John D. Miller  
(Print Name)

11/5/2014  
Date:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
Date:

**COMPLAINT ACTIVITY REPORT Case # 11033040****BBB Serving Northern Nevada**

**Consumer Info:** Miller, John David  
 2152 Sterling Dr  
 Rocklin, CA 95765-5625  
 - 916 320-7420  
 jm111664@gmail.com

**Business Info:** Laptop & Desktop Repair, LLC  
 84 Coney Island Dr  
 Sparks, NV 89431  
 888 821-1143

**Location Involved:** (Same as above)

**Consumer's Original Complaint :**

I was selling my iPhone 4s, I found cash4iphones. After logging in my information regarding the phone and the excellent condition it was in ( I had protected it with an Otter case throughout my ownership and it is impeccably clean) I was given a quote for \$123.00. I found this hard to believe as I just returned from the Sprint store where they offered me \$85.00. I had made my mind up to sell to the Sprint store as cash4iphones offer seemed too good to be true. However, cash4iphones pursued me both by mailing a box to ship my phone to them and by offering an added "gift" if I sent the phone immediately. Unfortunately I succumbed to their false advertising (as I would later find out) and shipped the phone. I shipped the phone to them on August 15th. I had not heard from them until I received a check in the amount of \$19.00 from Laptop and Desktop Repair LLC of Sparks Nevada. I received this check on the 7th of September. It was dated the 28th of August but as I was on vacation I was unable to retrieve my mail until my return on said date. I sent them an email and waited on hold for over 45 minutes to speak with them. I left a message on Sept 9th for a return call in what they said would be 24 hours. Currently I am waiting for that call.  
 Product\_Or\_Service: iphone resale

**Consumer's Desired Resolution:**

DesiredSettlementID: RefundI want the phone returned to me as cashforiphones has breached the contract that was mutually agreed.

**BBB Processing**

09/09/2014 web BBB CASE RECEIVED BY BBB : Please see document online.  
 09/09/2014 tms BBB Case Reviewed by BBB  
 09/09/2014 Otto EMAIL Send Acknowledgement to Consumer  
 09/09/2014 Otto EMAIL Notify Business of Dispute  
 09/17/2014 WEB BBB RECEIVE BUSINESS RESPONSE : BBB Case # 11033040 received 9-17-14

We recognize that Mr. Miller is less than satisfied with our transaction and we are truly sorry that Mr. Miller had a less than satisfactory experience with us. While Mr. Miller has already received a payment, we will make another payment of \$70 in addition to the previously received disbursements.

We are working to improve our process and we take all complaints into account in order to improve the experience of our customers.

We appreciate your cooperation in our efforts to resolve this matter.

Respectfully,  
 Natalie

09/17/2014 tms EMAIL Forward Business response to Consumer  
 09/18/2014 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

Simply because I do not have the time to continue. These people are unethical and borderline criminal. I request that BBB post my issue and keep me on record for when this company is sued or the FCC shuts them down. I will be a witness. It is despicable what they are doing.

09/19/2014 Otto EMAIL Inform Business - Case Closed RESOLVED  
 09/19/2014 Otto BBB Case Closed RESOLVED



OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.
Carson City, NV 89701
Phone: 775-684-1100
Fax: 775-684-1108

555 E. Washington Ave., #3900
Las Vegas, NV 89101
Phone: 702-486-3420
Fax: 702-486-3768

www.ag.nv.gov

Received by:
Date Received:
Complaint Type:
Referred to: BCP, GI, IFU, OML, MFU, MFCU, PIU, WCFU

COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above...

INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

SECTION 1.

COMPLAINANT INFORMATION

Salutation: Mr. Mrs. Ms. Miss

Your Name: Ellison Chuck H

Your Address: 211 North Circle Fairhope AL 36352

Your Phone Number: NA 251-379-0278 NA NA

Home Cell Work Fax

Email: chuckellison2000@yahoo.com Call me between 8am-5pm at: Home Cell Work

Age: Under 18 18-29 30-39 40-49 50-59 60 or older

BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cashforiphones

Individual/Contact: NA

Individual/Business Address: 84 Coney Island Drive, Sparks, NV 89431

Individual/Business Phone: 888-821-1143

Work Mobile Fax

Individual/Business Email: cashforiphones.com

Individual/Business Web Site: www.cashforiphones.com

SECTION 2.

Did you make any payments to this individual or business? Yes-Continue to Next Question No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

Last	First	Phone
------	-------	-------

Address	City	State	Zip
---------	------	-------	-----

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.**

My complaint is:

They advertized that they purchased used iPhones. I had an Iphone 5 in perfect condition that I was selling because I had upgraded to the Iphone6. they gave me a quote of \$270.00. I mailed the phone to them and 2 weeks later they deposited \$20.00 dollars into paypal for my phone. When I called them they said that it was too late to get my phone back and I had no other recourse of action. They did say that they had sent an email but I checked both spam and regular email and I had never received anything from them. When you go to their facebook page there are hundreds of comments just like mine about where they were promised hundreds of dollars and they actually got less than \$20.00. Please look into this. AT&T would have given me \$200 for my phone and they are seeling on Ebay for over \$250. I thought that I would use this company so that I wouldn't have to fool with anything other than mailing my phone.

Any questions please contact me.

Chuck Ellison  
211 North Circle  
Fairhope, AL 36532  
251-379-0278

### SECTION 4.

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*Chuck Ellison*

Signature

CHUCK ELLISON

Print Name

11/03/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

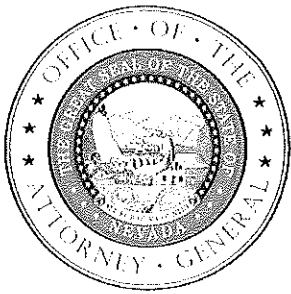
- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100                  Phone: 702-486-3420  
 Fax: 775-684-1108                      Fax: 702-486-3768

www.ag.nv.gov

11-14-14 9:53 LG

For official use only:

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
[Stamp here]

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Simon Hank

Your Address: Last First MI  
52 Clifford Road Plymouth MA 02360

Address City State Zip

Your Phone Number: 805-208-0029

Home Cell Work Fax

Email: hspvideo@verizon.net Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Laptop and Desktop Repair, LLC doing business on line as cashforiphones.com

Individual/Contact: \_\_\_\_\_

Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Drive Sparks Nevada NV 89431

Address City State Zip

Individual/Business Phone: 888-821-1143

Work Mobile Fax

Individual/Business Email: sales@cash4laptops.com

Individual/Business Web Site: \_\_\_\_\_

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.**

My complaint is:

This business is a scam. They offer an amount of money for your iPhone (in my case \$269.) My phone was in perfect condition, no scratches and worked perfect and looked new. They state on their website that they will notify you about payment and that you can refuse the offer and have your phone sent back to you. They never called or e-mailed me about price after they inspected it. They just put \$19 in my pay pal account. I called them immediately and asked them to send my phone back that I would not accept \$19. They said it was past the 3 days that they had notified me ( a total lie)and could not return my phone. Then they lied and said the phone had scotches and needed work. They offer me another\$30 which I refused. I have reversed my pay pal account to send them back their \$19. If you look at other reviews of this company you will see the scam is the same. These guys are crooks and belong in jail. Please look at other reviews cahforiphones.com and cashforlaptops.com you will see a pattern of their deception.

**SECTION 4.**

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*[Handwritten Signature]*  
Signature

Hank Simon  
Print Name

11/05/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

**Ethnic Identification:**

**Primary Language:**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

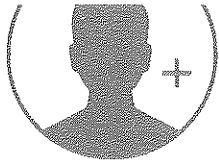
- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**  
 Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other



Hi again, t  
Your profile is at 100%

Pay or  
Send  
Money

Get the  
PayPal  
app

Take  
more  
time to  
pay

**PayPal balance** >

\$0.00

Available

Add money

Transfer to your bank

**Banks and cards** >



WELLS FARGO  
BANK NA [REDACTED]



American Express  
[REDACTED]

You can update them in your  
Wallet



Your latest transactions may take a few minutes to show up in your activity.

**Completed** >

NOV 05	LDR LLC Reversal	- \$19.00
NOV 04	LDR LLC Payment received – Reversed	+ \$19.00
OCT 22	Angie's List Inc Payment	- \$29.00
AUG 20	Rakuten.com Shopping Purchase	- \$222.99
AUG 11	Angie's List Inc Payment	- \$20.00

[View all](#)

**Selling tools** >

Manage invoices

MultiOrder shipping

View running balance

From: **LDR LLC via PayPal** member@paypal.com  
Subject: You have MONEY from Cash4laptops & eCycleBest  
Date: November 4, 2014 at 8:12 AM  
To: Hank Simon hspvideo@verizon.net



**LDR LLC sent you \$19.00 USD**

Transaction ID: [65988548NK029282K](#)

Hello Hank Simon,

Just thought you'd like to know LDR LLC sent you \$19.00 USD.

[Get the details](#)

Once the money's there you can:



Spend the money online at thousands of stores that accept PayPal.



Transfer it to your bank account (takes 2-3 days).



Get a PayPal Debit MasterCard.

**Don't see the money in your account?**

Don't worry - sometimes it just takes a few minutes for it to show up.

**Sender Information**

LDR LLC  
sales@cash4laptops.com  
888-821-1143

[Help Center](#) [Resolution Center](#) [Security Center](#)

Please don't reply to this email. It'll just confuse the computer that sent it and you won't get a response.

Copyright © 2014 PayPal, Inc. All rights reserved. PayPal is located at 2211 N. First St., San Jose, CA 95131.

PayPal Email ID PP1546 - f1b6a6a4c10ed



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
 If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

In short, cashforiphones.com commits deceptive trade practices under Nevada Revised Statutes Section 598.0195 by pretending to offer high prices for phone trade-ins, not telling customers of their lower estimates once the phones are sent in so they can reject them under the company's "deadline," paying pennies on the dollar of their initial estimate (5% of that estimate in my case), and refusing to return phones to customers unhappy with the minimal amount offered, thus committing theft of the consumers phone. They further their fraudulent scheme by avoiding consumers seeking redress by either not answering phone calls, requiring extremely long holding times to reach their representatives and not calling back after they promised to. Once reached, their representatives make false statements about the consumers phone's condition and refuse to return the phones. This pattern occurred in others cases described on the Internet as well.

This company has received over 800 complaints to the Northern Nevada Better Business Bureau in the past 3 years, with 625 in the last 12 months, which shows their unfair practices are accelerating. Many of these complaints show the exact pattern or practice of deceptive trade practices that I experienced. The BBB has not been able to prevent their continued deceptive trade practices - which have instead multiplied - and thus this requires action by the Office of the Attorney General to prevent the company's continued and growing fraud on consumers.

My detailed description is attached.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

Attachment A - Statement from Apple showing my iPhone was only 5 months old and a Verizon model.

Attachments B-E My emails to and from the company

Attachment F A search result from "cashforiphones scam" search



Attachment 13  
8/2

Susan Stedman <susananne@gmail.com>

## Susan, Cash is Waiting For You!

1 message

CashForLaptops Family of Websites <support@cashforiphones.com>  
To: susananne@gmail.com

Tue, Oct 14, 2014 at 9:39 PM

Dear Susan,

You can click the link below to quickly receive cash for your Apple.

**Click here to print your prepaid shipping label** - find a small box and ship your Apple to us today to get your cash

- **Remember Your Free Bonus Gift**

If you ship back within 5 business days, you'll receive a Free Bonus Gift.

- **It's Easy, Convenient and FREE, with 3 convenient ways to send your laptop via USPS!**

- Give the package with the label adhered to it to your USPS postal carrier
- Drop off the package at the nearest USPS post office
- Schedule a FREE pick-up using this link: [www.USPS.com/pickup](http://www.USPS.com/pickup)

- **Your cash is waiting for you...**

But you do need to send us the Apple.

If you have any questions, please don't hesitate to call now...

EcycleBest / CashForLaptops family of websites 1-888-821-1143

Thanks,

**Brian**

Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email  
Cash for iPhones | Facebook | Twitter | Email



Attachment C +  
Attachment F  
Susan Sheeran <susananne@gmail.com>  
JS

---

## Order 490148 Status: Your Device Has Been Received

5 messages

---

CashForLaptops Family of Websites <support@cashforiphones.com>  
To: susananne@gmail.com

Fri, Oct 17, 2014 at 6:04 PM

Dear Friend Susan,

### What is Happening?

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

### What do you need to do?

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**

Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email  
Cash for iPhones | Facebook | Twitter | Email  
eCycle Best | Facebook | Twitter | Email

---

Susan Sheeran <susananne@gmail.com>

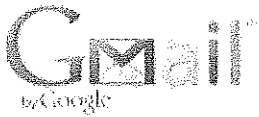
Fri, Oct 24, 2014 at 8:38 AM

To: CashForLaptops Family of Websites <support@cashforiphones.com>

Hi, I received an email this morning from Paypay saying you've sent me \$16? But I haven't received any email from you guys about the status of my phone since this one saying you've received it. Can you please tell me what's going on? Thanks, Susan

[Quoted text hidden]





Attachment A

SJS

Susan Sheeran <susananne@gmail.com>

## Your Apple Store Work Authorization & Service Confirmation

Apple Store SoHo <donotreply@apple.com>  
Reply-To: donotreply@apple.com  
To: susananne@gmail.com

Sun, May 11, 2014 at 1:05 PM

Thank you for visiting the Apple Store. Below is a copy of your service record.

11-May-14

Apple Store SoHo  
(212) 226-3126

## Genius Bar Work Authorization & Service Confirmation

\*R122389666\*

Repair No: R122389666

### Customer Information

Susan Sheeran  
USA

### Product Information

Warranty Status: Protection Plan(A2)  
Model: IPHONE 5  
Date of Purchase: 28-Oct-12  
IMEI: 990002784952788  
Serial No: DNPKLC61F8GH

### Problem Description/Diagnosis

Issue: The customer states their wifi signal strength varies and occasionally drops.  
Steps to Reproduce: The customer states this issue continued to occur after resetting the device.  
Proposed Resolution: The device requires a replacement via the AppleCare + protection plan.

The customer has her content backed up via icloud.  
Cosmetic Condition: The device shows no signs of physical or liquid damage

Employee 286469312

### Repair Estimate

Item Number	Description	Price	Amount Due	Customer KBB
661-6887	iPhone 5, MM, 16GB, Black Replacement Serial Id: DQGMC2F0F8GH, IMEI: 990003170709899	\$ 0.00	\$ 0.00	
S4897Z/A	IPHONE 5 FLAT RATE REPAIR RETAIL-INT	\$ 269.00	\$ 0.00	
<b>Total (Tax not included)</b>		<b>\$ 269.00</b>	<b>\$ 0.00</b>	

**Susan Sheeran Complaint against Laptop and Desktop Repair DBA  
cashforiphones.com**

**Continuation of Section 3 to Nevada Attorney General Complaint form**

October 14, 2014 - The cashforiphones website quoted me \$307 for a 16GB Verizon iPhone 5. I read a few reviews of the site (which was recommended several times by the *New York Times* Bits Blog), that said that they never give you the full price but it could be close, and since my phone was only 5 months old (I had trouble with the wifi on it, so was given a brand new one on May 11th under my Apple Care – See Attachment A), has always been in a case, and was in immaculate condition, I decided that I would risk sending it in and hoping I would get more than the \$200 that Verizon had offered me, and more than the \$253 that EBay would pay.

Following the instructions on their October 14 email (Attachment B), I sent it in using their prepaid label on Oct 14. I wiped everything off it first, wrapped it in bubble wrap, put it in the box my iPhone 6 came in, wrapped that in bubble wrap, and sent it in.

October 17 - I received an email (Attachment C) saying that they had received my phone and would send me a confirmation email and payment.

October 24, morning - I received an email from PayPal (Attachment D) saying that I had \$16 from Cash4Laptops. I didn't panic yet because it was straight from PayPal and nothing from the company.

October 24, afternoon - I received an email (Attachment E) from the company saying that they'd sent me money for my Sprint phone, but not how much. It said it was for my Sprint phone though and didn't say the cash amount, so I still thought they could be an honest company. I wrote them back and asked how much the payment was for and clarified that my phone was a Verizon, and I have never had a Sprint phone.

No response. So I responded to the last semi-legitimate email I'd gotten (the one saying that my phone had been received) asking for a status update.

October 25 - They wrote me back an evasive email (Attachment F) saying they were sorry I wasn't happy with the payment and I should call on Monday.

October 27 (Monday) - I called the number at 10:15am and it rang twice and then went to a busy signal. This happened a number of times and then I finally got through. The woman who picked up told me that I needed to speak to Purchasing and put me through. I waited on hold for over 40 minutes and finally had to hang up to run out to an appointment. I called back around 3pm. The number they had provided me kept going to busy (I tried 15 times). I finally Googled "cashforiphones scam" and found this site (Attachment G) that had a different phone number to call for them. Cashforiphones picked up on the first try, which is ironic.

I asked to be put through to Purchasing again. I was on hold for over an hour (they obviously want the consumer to hang up instead of dealing with your problem). When I finally got to someone, I explained that there had been a mix up and she said she'd look into the report. When she came back, she told me that the vibrate button stuck and that my phone showed "medium wear" (which is not true) so they'd given me the value for the parts. Even if their statements on the condition of the phone were true, it still doesn't account for a \$291 – 95%! – reduction in payment. When I told her my phone was in immaculate condition, she told me that's not what the report said.

I then told her that the email indicated it was a Sprint phone, which it was not. She said that it was a Sprint. I explained to her that I've been a Verizon customer for over 10 years and never had a Sprint phone and I have the documentation to back that statement up. She said it doesn't matter - their records show that my label sent in a Sprint phone so it was.

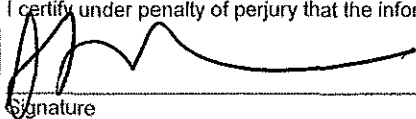
I told her I'd like them to send me my phone back. She said that it was too late; they'd already recycled it for parts. I said that was unacceptable. She said that I hadn't responded within the three-day window so I had no recourse. I asked her what she was talking about - I emailed as soon as I received the information on Friday, 10/24. She said that they had emailed me on 10/19 with the report and the quote and that I never responded. I manually went through All Mail, Trash, and Spam, and searched and definitely never received the email. She said it's too bad, they sent it. She basically just kept telling me over and over that what she was telling me was the information that they were working off of, and that it didn't matter that she was lying. It was infuriating. I asked to speak to someone more senior and she said they were going to tell me the same thing. I insisted. She told me that there was no one available and that someone would "call me within 24-28 hours". I told her I'd be sure to hold my breath and hung up. I have not received another call from them.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.



Susan K. Sheeran

Signature

Print Name

11/5/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

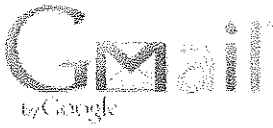
- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other



Attachment 17  
SJS

Susan Sheeran <susananne@gmail.com>

## You have MONEY from Cash4laptops & eCycleBest

Message

LDR LLC via PayPal <member@paypal.com>  
Reply-To: sales@cash4laptops.com  
To: Susan Sheeran <susananne@gmail.com>

Fri, Oct 24, 2014 at 8:23 AM



Transaction ID: 0B0922480C3947155

### LDR LLC sent you \$16.00 USD

Hello Susan Sheeran,

Just thought you'd like to know LDR LLC sent you \$16.00 USD.

[Get the details](#)

Once the money's there you can:



Spend the money online at thousands of stores that accept PayPal.



Transfer it to your bank account (takes 2-3 days).



Get a PayPal Debit MasterCard.

#### Don't see the money in your account?

Don't worry - sometimes it just takes a few minutes for it to show up.

#### Sender Information

LDR LLC  
sales@cash4laptops.com  
888-821-1143

[Help Center](#) | [Resolution Center](#) | [Security Center](#)

**CashForLaptops Family of Websites** <support@cashforiphones.com>  
to me

Oct 24 (3 days ago)

Loading...

**⚠️ Be careful with this message. It contains content that's typically used to steal personal information. [Learn more](#)**  
**[Report this suspicious message](#) [Ignore](#), [I trust this message](#)**

Dear Susan,

Thank you for recycling your Apple iPhone 5 16GB Sprint!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

- Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.
- View your order and referral history
- Track your packages
- Update your personal information
- Reset your password
- View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: susanne@gmail.com

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**

Customer Satisfaction Champion

- Cash for Laptops | Facebook | Twitter | Email
- Cash for iPhones | Facebook | Twitter | Email
- eCycle Best | Facebook | Twitter | Email

**Susan Sheeran** <susanne@gmail.com>  
to CashForLaptops

Oct 24 (3 days ago)

Hi, how much is the payment for? And my phone was verizon, not sprint.

ATTACHMENT  
sus

## Cash for iPhones is a Scam? Read These Complaints

0 69 103

Advertisements

Attachment 65  
8/15



free shipping

on orders over  
\$150

SHOP NOW ▶

Is Cash for iPhones a Scam or true iPhone Trade In Program? This question usually asked by people who own old iPhone and want to buy the new one and do not lose much money. They will find iPhone trade-in program like [cashforiphones.com](http://cashforiphones.com). Before we continue with [the list of complaints](#) listed in the internet, please see [the details](#) of this company:

- Company official Website: <http://www.cashforiphones.com>
- Company Phone Number: (877) 732-2318
- Email/Contact support: [sales@CashForiPhones.com](mailto:sales@CashForiPhones.com)
- This iPhone Trade in Company was established on 2007

cash for iPhones  
Get Cash Fast

Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Questions? 1-888-625-1143  
Tara to Apple PST Mon - Fri

Home About Us Feedback Site Map My Blog

Sell iPhone How It Works Testimonials Contact Us Login Register

Top Cash for your iPhone - Working or Not  
Free Trackable Shipping • Instant Cash Option



Instant Online Quote

Select Your Phone model:  Get Quote

What's your model number?

The Original  
Cash for iPhone since  
2007

Why buy to use and give a top  
probability it will make  
hundreds

+ \$4000

Get Cash Now

### Cash for iPhones Complaints List

There are some cash for iPhones complaints submitted to the popular scam reports web like [scambook.com](http://scambook.com) or [ripoffreport.com](http://ripoffreport.com), and here are some of them, please read them carefully, so you could decide to use this company to cash in your iPhone or not.

+103 Recommend this on Google



#### Popular Scam Articles

Is Vanilla Reload Scam or Legit? Come and Read Our Review

Is Tara Medium Scam Or True?

Is Nomorerack Scam or True? Read Negative, Neutral and Positive Nomorerack Reviews Here

Tommie Copper Reviews - Is Tommie Copper Scam or Legit?

Nationwide Biweekly Administration is Scam or True Company?

Is the NeriumAD Age Defying (NAD) Treatment Scam or Legit? Read Our Reviews Here

Is The Issue About Doterra Essential Oils Scam is Definitely True?

MyPillow Complaints, Scams and Reviews

Is ACS Education Scam Or True? Please Read Our Honest Review

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#### Latest Updates

Cash for iPhones is a Scam? Read These



STATE OF NEVADA  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER PROTECTION  
 100 North Carson Street, Carson City, Nevada 89701-4717  
 Telephone (775)684-1169

# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

YOUR NAME
Your First Name: <u>Greg</u>
Your Last Name: <u>Cibuzar</u>
Your Address: <u>1522 Mason St.</u>
<u>San Francisco</u> <u>CA</u> <u>94133</u>
(City) (State) (Zip)
Your Phone Number (#): <u>612-481-0917</u>
Your Mobile #: _____
Your Fax #: _____
Your Email: <u>cibuzar@hotmail.com</u>
Are you older than 60 or Disabled: <u>NO</u>

YOUR COMPLAINT IS AGAINST
Individual/Business: <u>Laptop and Desktop Repair LLC</u>
If Business, Contact Person: _____
Individual/Business Address: <u>84 Coney Island Dr.</u>
<u>Sparks</u> <u>NV</u> <u>89432</u>
(City) (State) (Zip)
Individual/Business Phone #: _____
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint is: Laptop and Desktop LLC quoted me a price to purchase my used electronics that they never intended to pay. When I asked them to return my electronics, after being notified that they were going to pay me 1/6 of what they quoted, they said no. I believe this is stealing. They took my property with no intention to pay me for it.



---

---

---

**SECTION 3.**

**Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Greg Cebuzor  
(Signature)

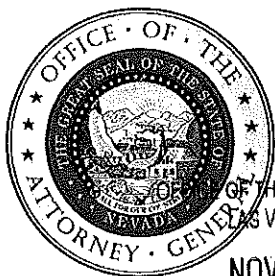
11/9/14  
Date:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
Date:

Greg Cebuzor  
(Print Name)

\_\_\_\_\_  
(Print Name)



**STATE OF NEVADA**  
**OFFICE OF THE ATTORNEY GENERAL**

555 E. Washington Ave., #3900  
 Las Vegas, NV 89101  
 Phone: 702-486-3420  
 Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
*(Stamp here)*

OFFICE OF THE ATTORNEY GENERAL  
 LAS VEGAS NEVADA  
 NOV 03 2014  
 ADMINISTRATION

## HIGH TECH CRIME COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to the office location listed above. Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: EBERT ADRIENNE G  
Last First MI

Your Address: 315 DUNCAN ST #1 SAN FRANCISCO CA 94131  
Address City State Zip

Your Phone Number: 4158265580  
Home Cell Work Fax

Email: AGIEE0714@HOTMAIL.COM Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: LAPTOP & DESKTOP REPAIR, LLC

Individual/Contact: REFUSED TO PROVIDE LAST NAME "BRIAN" Purchasing Manager  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 CONEY ISLAND DR SPARKS NV 89431  
Address City State Zip

Individual/Business Phone: 888-821-1143 775-825-5580  
Work Mobile Fax

Individual/Business Email: SUPPORT@CASHFORIPHONES.COM

Individual/Business Web Site: WWW.CASHFORIPHONES.COM

IP Address: \_\_\_\_\_ IRC Server: \_\_\_\_\_

Chat Room Name: \_\_\_\_\_

Usenet Newsgroup: \_\_\_\_\_ Other: \_\_\_\_\_

Date reported (mm/dd/yyyy): 10/27/2014 Report number (if known): 11033721

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 6.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

SEE EMAILS DELIVERED TO MY HOTMAIL ACCOUNT AS WELL AS THE "INBOX" FROM THEIR SITE. I WOULD ALSO LIKE TO POINT OUT THAT THEIR SITE HAS REMOVED ALL PHONE CONTACT INFO AS OF TODAY (10/28/2014) SO IT IS NO LONGER POSSIBLE TO SPEAK WITH THEM IN PERSON

**SECTION 7.**

List any other known witnesses or victims. Please provide names, addresses, phone numbers, email addresses, and/or websites.

PLEASE REFERENCE FACEBOOK - CASHFORIPHONES.COM PAGE FOR A MULTITUDE OF COMPLAINTS AND SCENARIOS MIMICING MINE; ALSO REFERENCE YELP, UNDER "CASH FOR LAPTOPS" IN SPARKS, NV AS WELL AS COSTA MESA, CA. ALL OUR EXPERIENCES ARE EXACTLY THE SAME

**SECTION 8.**

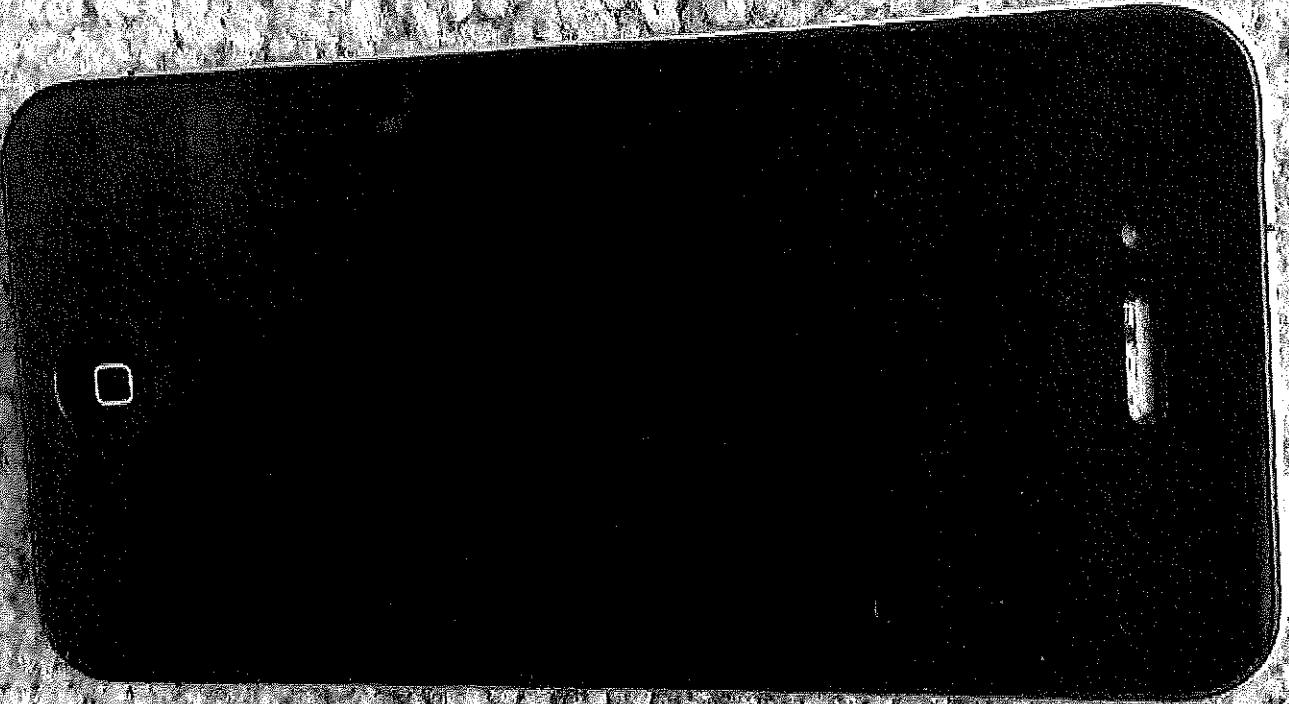
Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*Adrienne Ebert*                      Adrienne Ebert  
Signature                                      Print Name

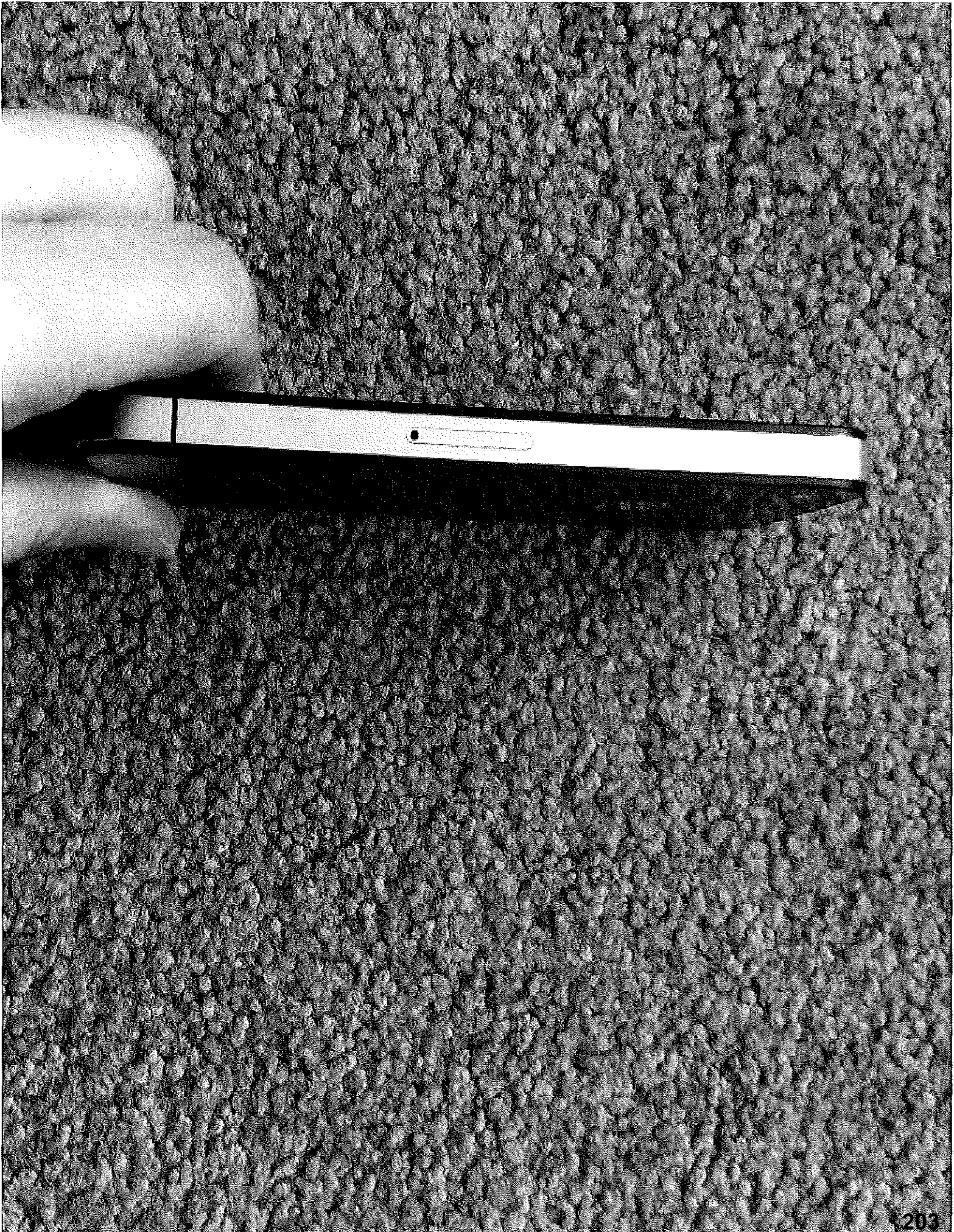
10/28/2014  
Date (mm/dd/yyyy)



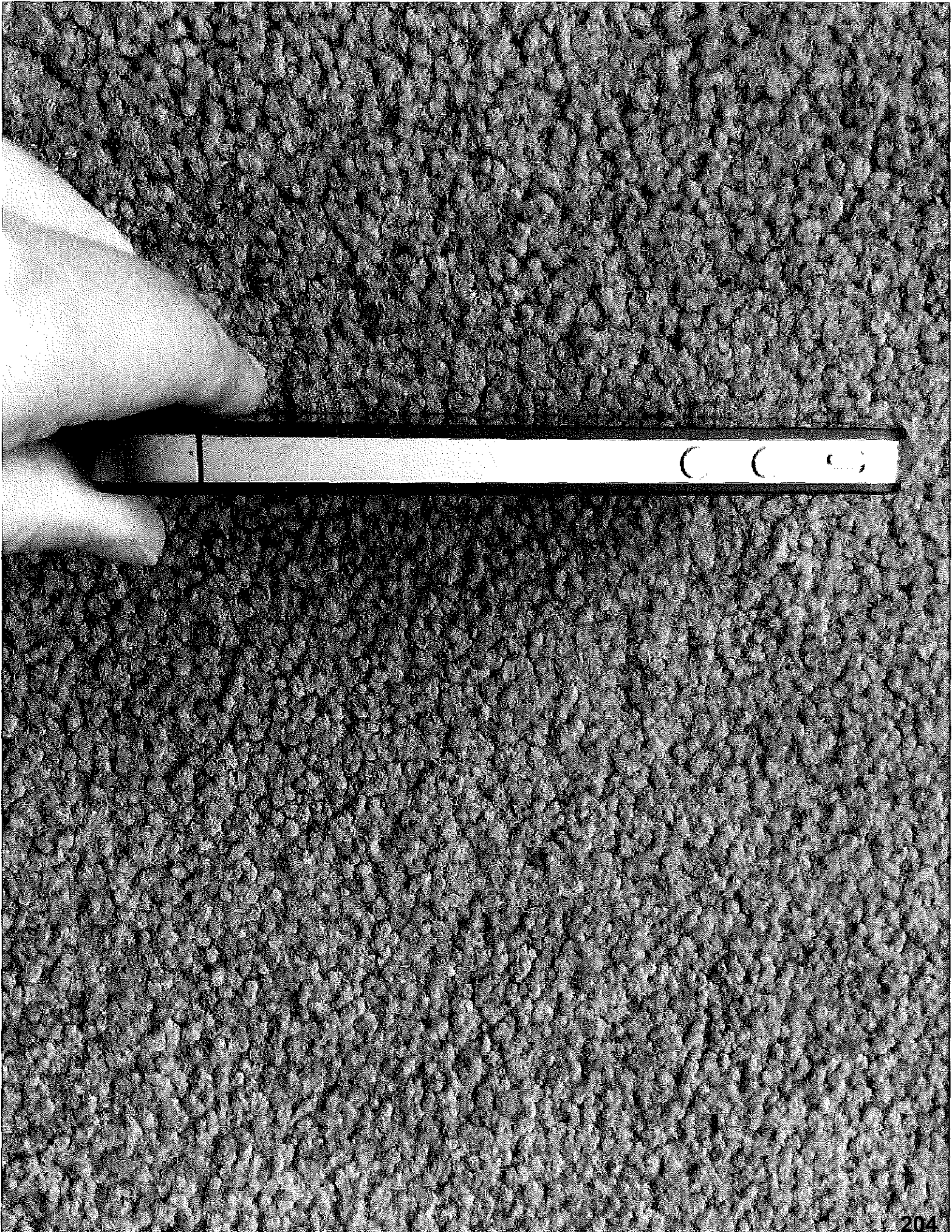












the "Inbox" for the account I never set up on this site

Pages x San Francisco Restaurant x eg.nv.gov/uploadedFiles x Customer\_Center - Cash F x

www.cashforiphones.com/index.php?p=customer\_center&opt=m

For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

**cashforiphones.com**  
Get Cash Fast!

Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Sell iPhone | How It Works | About Us | Reviews | Logout | Contact Us

Sell Your iPhone by: MODEL | CONDITION | CARRIER | Learn More About: iPhone Recycling | Buy Back Programs | Trade-In's

Home ▶ Customer\_center

**Welcome to Your Cash For iPhones Account, adrienne ebert!**

Account Information | Friend Referrals | Messages | Transactions

**Inbox** [LOG OUT](#)

SUBJECT	DATE
adrienne - Order 483288 Status: PayPal Payment Sent	10/28/14
Reset Password Request	10/27/14
adrienne - Order 483288 Status: PayPal Payment Sent	10/27/14
Order 483288 - Your Device Has Been Inspected	10/21/14
	10/19/14
Order 483288 Status: Your Device Has Been Received	10/19/14
adrienne - There's still time for QUICK CASH. Send the package	10/15/14
adrienne - Cash is Waiting For You! Ship now to get f Your Bo	10/11/14
adrienne - [Shipping Box Arrived]. Send In Your Apple iPhone	10/10/14
	10/09/14

**Sell Your iPhone by Model**  
iPhone 4  
iPhone 4s  
iPhone 5  
iPhone 5s  
iPhone 5c

**Sell Your iPhone by Condition**  
New iPhone (out of the box)  
Old iPhone (barely used)  
Used iPhone (not damaged)  
Damaged iPhone (not broken)  
Broken iPhone (still works)  
Dead iPhone (not working)

**Sell Your iPhone by Carrier**  
AT&T  
Boost Mobile  
Cricket  
MetroPCS  
Sprint  
Verizon  
Other Carrier  
Unlocked

**Other Resources**  
Help/FAQ  
Blog  
Resources  
Press

[Terms and Conditions](#) | [Privacy](#) | [Site Map](#)

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2:25 PM  
10/28/2014



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- Account Information
- Friend Referrals
- Messages
- Transactions

LOGOUT

### Send us an email

We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

To: adrienne ebart  
From: Customer Service  
Date: October 10, 2014 1:42 am  
Subject: adrienne -[Shipping Box Arrived]: Send In Your Apple iPhone

Dear adrienne,

- **Send Us Your Apple Today or Tomorrow and Get Your Cash Faster!**  
You've got the mailer!
- **Remember Your Free Bonus Gift**  
Please ship it back within 5 business days, to receive a mystery Free Bonus Gift :)
- **It's Easy, Convenient and FREE, with 3 convenient ways to send your Device via USPS!**
  - Give the prepaid return package to your USPS postal carrier,
  - Drop off the package at the nearest USPS post office,
  - Schedule a FREE pick-up using this link:

[>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!<<<<](#)

- **Your cash is waiting for you...**  
But you do need to send us the Apple iPhone 4 16GB ATT  
If you have any questions, please don't hesitate to call now...  
CashForLaptops family of websites 1-888-821-1143

Thanks, and get ready to enjoy that cash!

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

#### Frequently Asked Questions:

- Will you erase all my data from my device?

For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

- Account Information
- Friend Referrals
- Messages
- Transactions

LOG OUT

### Send us an email

We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

**To:** adrienne ebert  
**From:** Customer Service  
**Date:** October 11, 2014 1:22 am  
**Subject:** adrienne, Cash is Waiting For You! Ship now to get [ Your Bo

Dear adrienne,

It's Brian with an important update on your CASH reserve for your iPhone 4 16GB ATT:

#### • Accounting Has Allocated Your Cash Payment

I can't wait to send you the cash. But in order to do that, we must receive your device as soon as possible. The special EcycleBest / CashForLaptops pre-paid return shipping container has been sent to you. If you have not received it, call me at 1-888-821-1143 ☎ 1-888-821-1143 .

#### • You Must Act TODAY to Receive Your Special Bonus Gift Card!

You've only got ONE DAY LEFT. Don't miss out on receiving your Special Bonus Gift Card, You're really going to love this easy to use Gift Card.

#### • PACKAGE RETURN INSTRUCTIONS

We've made it FAST and EASY to send us your package for CASH.

- You can give the return shipping container to your US Postal Carrier
- Or you can drop it off at your nearest US Post Office
- Best yet – you can schedule a Free Postal PICK-UP by clicking the link below:

>>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!<<<<<

*I'VE REQUESTED OUR PAYMENT DEPARTMENT TO KEEP YOUR ACCOUNT ACTIVE. I'm watching out for you. DON'T MISS OUT!*

Call me at 1-888-821-1143 ☎ 1-888-821-1143 if you have any questions. I'm here to help.

*Your Countdown to Cash is ON! Don't miss out. Mail the package today!*

Thanks.

For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

Account Information

Friend Referrals

Messages

Transactions

### Send us an email

LOG OUT

We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

To: adrienne ebert  
From: Customer Service  
Date: October 15, 2014 1:16 am  
Subject: adrienne, There's still time for QUICK CASH. Send the packag

Dear adrienne,

Don't miss out on the QUICK CASH that we have served for you. It's VERY IMPORTANT for you to send us your iPhone 4 16GB ATT TODAY!

• **I put in a special request to our CASH RESERVE department to keep your account open.**

Sometimes, the mail is slow. So I always follow up with my customers to make sure they have sent the package to us.

• **Just in case you've already sent the package.....**

We always scan the shipping label immediately upon receipt of your device. Call me at 1-888-821-1143 if you have shipped the package so we can track it.

• **If you haven't sent us your shipping package yet, MAIL YOUR DEVICE TODAY! There's still time to get your QUICK CASH.**

It's fast. It's easy. And you've got a choice of shipping methods:

- a) Give the shipping package to your US Postal Carrier
- b) Drop off the shipping package to the nearest US Post Office
- c) **EASIEST WAY:** Schedule a FREE pick-up using the link below:

[>>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!<<<<<](#)

*YOUR CASH IS STILL WAITING. But it won't wait forever. DON'T MISS OUT!*

*Your Countdown to Cash is ON! Don't delay.*

- If you have any questions – call me at 1-888-821-1143
- I have told our CASH PAYMENT SPECIALISTS that you are shipping right away, and to keep your CASH allocation ready

Home Customer\_center

## Welcome to Your Cash For iPhones Account, adrienne ebert!

- Account Information
- Friend Referrals
- Messages
- Transactions

**Send us an email** [LOG OUT](#)

We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

**To:** adrienne ebert  
**From:** Customer Service  
**Date:** October 19, 2014 5:34 pm  
**Subject:** Order 483288 Status: Your Device Has Been Received

Dear Friend adrienne,

### What is Happening?

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

### What do you need to do?

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

### Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

This message was never sent to my email

Welcome to Your Cash For iPhones Account, adrienne ebert!

- Account Information
- Friend Referrals
- Messages
- Transactions

Send us an email

LOG OUT

We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

To: adrienne ebert  
From: Customer Service  
Date: October 21, 2014 11:32 pm  
Subject: Order 483288, Your Device Has Been Inspected

Hi adrienne,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$14 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

[Reply to this email](#)

**Sell Your iPhone by Model**  
iPhone 4  
iPhone 4s

**Sell Your iPhone by Condition**  
New iPhone (out of the box)  
Old iPhone (barely used)

**Sell Your iPhone by Carrier**  
AT&T  
Boost Mobile

**Other Resources**  
Help/FAQ  
Blog

- Account Information
- Friend Referrals
- Messages
- Transactions

**LOGOUT**

**Send us an email**

We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

To: adrienne ebert  
From: Customer Service  
Date: October 27, 2014 2:52 pm  
Subject: adrienne - Order 483288 Status: PayPal Payment Sent

Dear adrienne,

Thank you for recycling your Apple iPhone 4 16GB ATT!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

- Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.
- View your order and referral history
- Track your packages
- Update your personal information
- Reset your password
- View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: [agiee0714@hotmail.com](mailto:agiee0714@hotmail.com)

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**  
Customer Satisfaction Champion

- Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)
- Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)
- eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

[Reply to this email](#)

**From:** CashForLaptops Family of Websites <[support@cashforiphones.com](mailto:support@cashforiphones.com)>

**Date:** October 3, 2014 at 9:14:54 PM PDT

**To:** [agiee0714@hotmail.com](mailto:agiee0714@hotmail.com)

**Subject:** adrienne, You're 1 Step Away From Your Cash

Dear adrienne,

Hi, it's Brian, purchasing manager at EcycleBest / CashForLaptops family of websites. You've made a really smart move by deciding to turn your iPhone 4 16GB ATT into cash. Here are a few tips on how this works:

• **Get Ready for Your Personal Countdown to Cash!**

Watch the mail for your pre-paid laptop return shipping box. It is being being sent to you right now and will arrive at your doorstep in 5-7 business days.

• **Act Fast And Get Our Special Bonus Gift!**

If you ship your device back to us within 5 business days of receipt, you will receive a Special Bonus Gift.

• **Important Tip: We will erase and destroy all the data on your device.**

Upon receipt of your device, our company will immediately perform a professional CLEAN WIPE of all your data and software.

• **Send The Package Back Fast and Get The Cash Even FASTER!**

In most of transactions - we mail or deposit money into your PayPal account the VERY NEXT DAY after we receive your device in the mail.

• **Hurry UP, Ship Your Device Back ASAP!**

The countdown is on. For cash. For your special gift. And to put an old device to good use.

Thanks,

**Brian**

Customer Satisfaction Champion

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Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**Your Transaction Summary**

<b>Brand</b>	Apple
<b>Model</b>	iPhone 4 16GB ATT
<b>Shipping Option</b>	Send me packaging and pre-paid shipping label
<b>Payment Option</b>	Paypal
<b>Sale ID</b>	483288

**From:** CashForLaptops Family of Websites <[support@cashforiphones.com](mailto:support@cashforiphones.com)>

**Date:** October 19, 2014 at 10:34:52 AM PDT

**To:** [agiee0714@hotmail.com](mailto:agiee0714@hotmail.com)

**Subject: Order 483288 Status: Your Device Has Been Received**

Dear Friend adrienne,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

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**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion



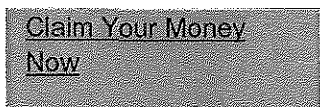
**From:** LDR LLC via PayPal <member@paypal.com>  
**Date:** October 27, 2014 at 8:06:06 AM PDT  
**To:** "agiee0714@hotmail.com" <agiee0714@hotmail.com>  
**Subject:** You have **MONEY** from Cash4laptops & eCycleBest  
**Reply-To:** [sales@cash4laptops.com](mailto:sales@cash4laptops.com)



**LDR LLC sent you \$14.00 USD**

Hello [agiee0714@hotmail.com](mailto:agiee0714@hotmail.com),

Just thought you'd like to know LDR LLC sent you \$14.00 USD.



Once the money's there you can:



Spend the money online at thousands of stores that accept PayPal.



Transfer it to your bank account (takes 2-3 days).



Get a PayPal Debit MasterCard.

**Button not working?**

To claim your money, sign up for an account using this email address:  
[agiee0714@hotmail.com](mailto:agiee0714@hotmail.com). If you already have a PayPal account, just add this email address to it.

When that's done - and you've confirmed your email address - this payment will show up in your PayPal account.

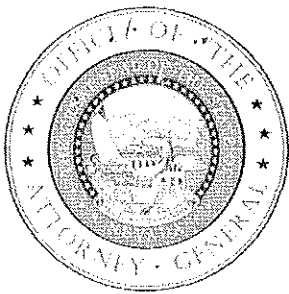
**Sender Information**

LDR LLC  
[sales@cash4laptops.com](mailto:sales@cash4laptops.com)  
888-821-1143

[Help Center](#) | [Resolution Center](#) | [Security Center](#)

Please don't reply to this email. It'll just confuse the computer that sent it and you won't get a response.  
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PayPal Email ID PP1547 - f136203e38711



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768  
www.ag.nv.gov

OFFICE OF THE ATTORNEY GENERAL  
LAS VEGAS, NEVADA

NOV 05 2014

ADMINISTRATION

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
(Stamp here)

## HIGH TECH CRIME COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to the office location listed above. Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: NANDEVADA NAGENDRA MI  
Last First MI

Your Address: 113 FIELDSTONE ROAD NY 10314  
Address City State Zip

Your Phone Number: 718-370-3076 301-967-7243 718-370-3076  
Home Cell Work Fax

Email: NNandivada@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: e cycle Best.com

Individual/Contact: BRYAN  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 CONESLAND DRIVE SPARKS, NV 89431  
Address City State Zip

Individual/Business Phone: 1-800-821-1143  
Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: www.ecyclebest.com

IP Address: \_\_\_\_\_ IRC Server: \_\_\_\_\_

Chat Room Name: \_\_\_\_\_

Usenet Newsgroup: \_\_\_\_\_ Other: \_\_\_\_\_

**SECTION 2:**

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

SENT SEVERAL EMAILS ASKING THEM TO RETURN OUR IPHONES. AND THAT WE ARE NOT ACCEPTING THEIR OFFER AND EXCUSE

**SECTION 3.**

Did you suffer a monetary loss other than from payments made?  Yes—Continue to Next Question  No—Skip to Section 4

Section 4

Total amount of monetary loss? \$450 Date(s) of losses (mm/dd/yyyy): 10/06/14

Please describe the nature of the monetary losses.

**SECTION 4.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is: They mentioned on the website they will get 2 phones and mentioned how much each model will get. our phones were in excellent condition. No dents, no scratches and in original box. They scamed us

**SECTION 5.**

Have you contacted another agency for assistance?  Yes  No

If so, what is the agencies name, contact person's name, and contact information?

Agency Name Contact Person's Last Name Contact Person's First Name

Contact Person's Phone Contact Person's Email

Date reported (mm/dd/yyyy): 10/22/14 Report number (if known): 474286

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 6.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

*Attached Emails, and Post office receipt*

**SECTION 7.**

List any other known witnesses or victims. Please provide names, addresses, phone numbers, email addresses, and/or websites.

*You will find many victims like me on the website These are Internet electronic scam artists*

**SECTION 8.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

NAGENDRA NANDIYAL  
Print Name

10/28/14  
Date (mm/dd/yyyy)

**SECTION 9. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

**Return original form to:**

Office of the Attorney General – ATTN: High Tech Crime Unit  
555 E. Washington Avenue, # 3900  
Las Vegas, NV 89101  
Fax: 702-486-3768

(Faxed copies will be accepted followed by original)



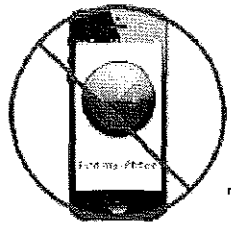
84 Coney Island Dr  
Sparks, NV 89431  
1-888-821-1143

# Packing Slip

**IMPORTANT**  
Send this Packing Slip  
back with your device.



<b>Order Date:</b>	10/04/14
<b>Name:</b>	NAGENDRA NANDIVADA
<b>Address:</b>	113 FIELDSTONE RD
<b>City, State, Zip:</b>	Staten Island, NY 10314
<b>Phone:</b>	718-370-3076
<b>Email:</b>	NNandivada@gmail.com
<b>Shipment Number:</b>	244293
<b>Device(s):</b>	Apple iPhone 5 16GB ATT



**IMPORTANT!** Before mailing your device, please make sure you **TURN OFF** the **Find my iPhone** feature.

Learn how to switch off this setting here:

[www.ecyclebest.com/faq/find-my-iphone](http://www.ecyclebest.com/faq/find-my-iphone)

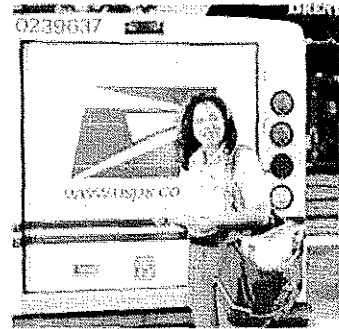
Turning off **Find my iPhone** helps the buyer inspect your device faster which means you get paid sooner.

NANDIVADA,  
NAGENDRA

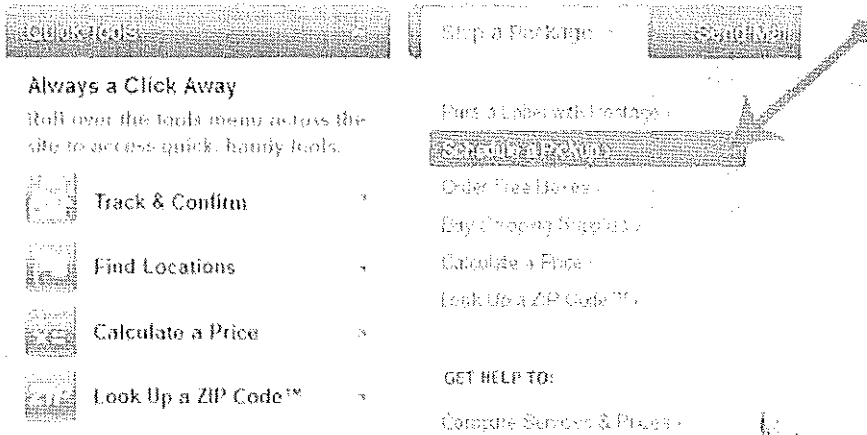
483684

312267





- Take this mailer to the nearest USPS office
- Put it in your mailbox (for smaller packages)
- Give it to your friendly mailman
- Schedule FREE USPS pickup here:



Hi NAGENDRA,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$25 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion



Dear NAGENDRA,

Thank you for recycling your Apple iPhone 5 16GB ATT!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.ecyclebest.com/> to recycle their electronics too!

### **Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.ecyclebest.com/>:

Username: [NNandivada@gmail.com](mailto:NNandivada@gmail.com)

Your password can easily be reset by visiting [http://www.ecyclebest.com/reset\\_password](http://www.ecyclebest.com/reset_password).

Thank you!

### **Brian**

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Ema](#)

You have MONEY from Cash4laptops & eCycleBest

Inbox x

LDR LLC via PayPal LDR LLC sent you \$19.00 USD Hello NONcatn2d4iva(9dad@aygsmaagilo.c) om, Just thought you'd li...

Nagendra Nandivada <[nnandivada@gmail.com](mailto:nnandivada@gmail.com)>Oct 24 (9 days ago)

to sales

I have declined this payment.

Nagendra Nandivada <nnandivada@gmail.com> Oct 24 (9 days ago)

to sales

[Click here to Reply or Forward](#)

Please return the Phones the way we have sent you. I have all the serial n

On Sat, Oct 25, 2014 at 7:30 PM, CashForLaptops Family of Websites <[support@cashforiphones.com](mailto:support@cashforiphones.com)> wrote:

- > Hi NAGENDRA,
- >
- > \*Good news:\* your device arrived safely at our facility and just received
- > a professional appraisal by our qualified device inspectors.
- >
- > Nothing to do now but receive your cash!
- >
- > After carefully inspecting your device by hand, seeing its condition, and
- > following up-to-the-minute market conditions—you're owed \$25 for the device.
- >
- > This is the same amount we'd pay everyone else \*for the same device right
- > now\*, and it follows the Terms & Conditions we agreed upon when you sent
- > your device.
- >
- > \*What's Next?\*

Dear Brain,

I have sent my Phones with Trust . I am not accepting your offer. Please send back our Phones in the condition you have received. I will pay the shipping charges.





OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.
Carson City, NV 89701
Phone: 775-684-1100
Fax: 775-684-1108

555 E. Washington Ave., #3900
Las Vegas, NV 89101
Phone: 702-486-3420
Fax: 702-486-3768

www.ag.nv.gov

Received by:
Date Received:
Complaint Type:
Referred to: BCP, GI, IFU, OML, MFU, MFCU, PIU, WCFU

11-5-14
LG
9:17

COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above...

INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

SECTION 1.

COMPLAINANT INFORMATION

Salutation: Mr. Mrs. Ms. Miss

Your Name: Colocho Kevin L

Your Address: 350 West 37 ST., APT 8G New York NY 10018

Your Phone Number: 347-245-1351 Home Cell Work Fax

Email: klcolocho@mac.com Call me between 8am-5pm at: Home Cell Work

Age: Under 18 18-29 30-39 40-49 50-59 60 or older

BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cashforiphones.com / Laptop and Desktop Repair LLC

Individual/Contact:

Individual/Business Address: 84 Coney Island Dr. Sparks NV 89431

Individual/Business Phone: 775-825-5580 888-821-1143 Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: www.cashforiphones.com

SECTION 2.


Did you make any payments to this individual or business? Yes-Continue to Next Question No-Skip to Section 3

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
\_\_\_\_\_  
Signature  
10/29/2014  
\_\_\_\_\_  
Date (mm/dd/yyyy)

Kevin Colocho  
\_\_\_\_\_  
Print Name

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

- I am (mark all that apply):**
- Income below federal poverty guideline
  - Disaster victim
  - Person with disability
  - Medicaid recipient
  - Military service member
  - Veteran
  - Immediate family of service member/veteran

- Ethnic Identification:**
- White/Caucasian
  - Black/African American
  - Hispanic/Latino
  - Native American/Alaskan Native
  - Asian/Pacific Islander
  - Other: \_\_\_\_\_

- Primary Language:**
- English
  - Spanish
  - Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**  
 Yes  No

- How did you hear about our complaint form (please choose only one):**
- Called/visited Las Vegas AG Office
  - Called/visited Carson City AG Office
  - Called/visited Reno AG Office
  - Attended AG Presentation/Event
  - Another Nevada State Agency/Elected Official
  - Search Engine
  - AG Website
  - AG Social Media Sites
  - Media: Newspaper/Radio/TV
  - Other



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check  Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.  
\_\_\_\_\_  
\_\_\_\_\_

Have you contacted another agency for assistance?  Yes  No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is: The week of October 13, 2014, I sent my iPhone 5 to the Cash for iPhones company. I was given an original quote of \$227 on their website. I knew that upon inspection of my iPhone my offer could change. On October 24, 2014, I received an email stating that Cash for iPhones had received my phone and they would start inspection as soon as possible. On October 26, 2014 at 7:32 pm EST I received an email stating that I was owed only \$21 for my device, which is not even close to the original quote I was given. I called the Cash for iPhones Company on October 29, 2014 at 12:00 pm EST declining the offer of \$21 and requesting my phone be sent back to me. I was told that my 3 days were already up and that my phone

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

... could not be sent back to me. I was then offered \$45 for my Iphone, and believing that I could not have my phone sent back to me, I accepted the offer. After the phone call, I double-checked my email and saw that the email containing my offer was received on October 26, 2014 at 7:32 pm EST and it had not been 3 days yet. I was lied to and given misinformation and tricked into accepting a low offer. I called Cash for iPhones a second time at 3:00 pm EST and was on the phone with customer service until about 4:00 pm EST. I explained to a male representative named Alex that it had not been 3 days and I wanted my phone sent back to me or \$200, nothing less. Alex told me he could not do anything about the conversation I had with the previous representative. I then reminded him that all the phone calls were recorded, or so the company says, and that if someone listened to my phone call with the first representative I spoke to, it would be apparent that I was lied to and tricked into accepting a low offer. He still repeated that he could do nothing to help me. After about an hour on the phone, Alex told me there was nothing else he could do for me and insisted my 3 days were up when it had not yet been 72 hours, and then he hung up on me. During this phone call I merged my father into the conversation on a 3-way call and he was present when Alex hung up on me. The terms and conditions of the Cash for iPhones company state:

“Should we make a material error in any representation of facts, information or offers to you, your sole recourse is to request the return of the item that you have sent to us. Your ability to request the return of the item elapses upon your receipt of the payment we issue for your item or after 3 days whichever is later. In the event that you elect to cancel the transaction prior to receiving our payment, we will return the item to you upon your request.”

This states that it is illegal for them to give me false information and not send my phone back to me upon my request within the 3 day period. It had not yet been a full 3 days. 3 days means 72 hours, and if the company is not going to follow those conditions, then they should explain what 3 days means to them. I called Cash for iPhones for a third time around 4:15 pm EST and was put on hold for 33 minutes before Alex answered the phone again. I asked to speak to a manager or boss, and Alex told me that I could not speak to anyone because they were in a meeting and would not be available for 24 hours. I then said that I needed to speak with someone immediately and I could not wait, but he once again stated that I could not talk to anyone for 24 hours because he wanted my 3 day time span to run out so he could definitely not send my phone back to me without it being illegal. I read Alex the terms and conditions above and told him it was illegal that he was not sending my phone back to me and the conversation ended when he hung up on me for a second time.

This company is corrupt and dishonest. Cash for iPhones does not follow its terms and conditions and it does not treat its customers with respect. I was lied to and scammed.



**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Morgan Dube Signature Morgan Dube Print Name  
10/29/14 Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other

**Subject:** Fwd: Order 491644 Status: Your Device Has Been Received  
**From:** Morgan Dube (morgan.dube@ymail.com)  
**To:** dube\_design@yahoo.com;  
**Date:** Wednesday, October 29, 2014 1:10 PM

Sent from my iPhone

Begin forwarded message:

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Date:** October 24, 2014 at 1:15:30 PM EDT  
**To:** morgan.dube@ymail.com  
**Subject: Order 491644 Status: Your Device Has Been Received**

Dear Friend Morgan,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email

iPhone 4  
iPhone 4s  
iPhone 5  
iPhone 5s  
iPhone 5c

New iPhone (out of the box)  
Old iPhone (barely used)  
Used iPhone (not damaged)  
Damaged iPhone (not broken)  
Broken iPhone (still works)  
Dead iPhone (not working)

AT&T  
Boost Mobile  
Cricket  
MetroPCS  
Sprint  
Verizon  
Other Carrier  
Unlocked

Blog  
Resources  
Press

[Terms and Conditions](#) [Privacy](#) [Site Map](#)

Copyright © 2002 - 2014 [CashForiPhones.com](#)

**Subject:** Fwd: Order 491644, Your Device Has Been Inspected

**From:** Morgan Dube (morgan.dube@ymail.com)

**To:** dube\_design@yahoo.com;

**Date:** Wednesday, October 29, 2014 1:10 PM

Sent from my iPhone

Begin forwarded message:

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>

**Date:** October 26, 2014 at 7:32:55 PM EDT

**To:** morgan.dube@ymail.com

**Subject:** Order 491644, Your Device Has Been Inspected

**Reply-To:** no-reply@cashforiphones.com

Hi Morgan,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$21 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion



Get Cash Fast - *guaranteed*  
 Excellent Service - *guaranteed*  
 Best Process - *guaranteed*

Questions? 1-888-821-1143

7am to 4pm PST Mon - Fri

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My Account    Contact Us

Sell Your iPhone by: MODEL | CONDITION | CARRIER    Learn More About: iPhone Recycling | Buy Back Programs | Trade-in's

Home ▶ Terms And Conditions

## Terms & Conditions

Basic Information about Cash for iPhones and the General Terms and Conditions

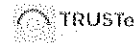
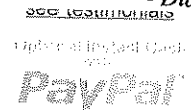
The Original  
 CashForLaptops business  
 since 2002

### Basic Information

A. **Quotes presented on the website.** All such initial quotes are qualified and pending our evaluation of your laptop, smartphone, tablet PC, or any other electronic device (hereinafter referred to as "device"). **No binding offer is made until we have had a chance to inspect the device that you send to us.** We reserve the right to refuse to offer to purchase any item that you send us for any reason we deem, in our sole discretion, to be sensible. You must send us your device within the time period stated herein. All amounts are paid by company check and mailed to the address you provide to us during the quote process or by PayPal transfer per your designation. This usually takes five (5) business days from the date on which your device arrives and is inspected at our facility unless we need to speak to you directly about the offer we wish to make. We require prompt receipt of your device and we expedite this process of our inspection and processing of payment pursuant thereto as necessary to conform with objective conditions of fluctuating market prices, continuous changes in supply and demand governing our ability to pay up to a certain amount. **The timeframes set forth below are deemed necessary by these dictates of our business and you are acknowledging your understanding thereof and agreement thereto each by requesting the prepaid shipping materials and sending us your device as the result of accepting these terms on the checkout page.**

*It was very simple selling my iphone. It was a very convenient process and good money was paid back for it.*

- Dianne F.



Safari Power Saver  
 Click to Start Flash Plug-in



B. You agree to ship your device within 7 days of receiving the protective packaging. Delay in shipping may negatively affect the determination of value of the device. We determine the value of your device based on our systematic analysis of such devices and the current marketplace. Many factors are taken into consideration, such as the age of the device, the manufacturer and model of the device, the wear and tear apparent on the device, whether the device is usable and or intact in nature and other elements that would affect its resale value or costs of repair to the device. If we decide not to purchase the device, you will be given the option of allowing us to recycle the device in which case you will not receive any payment for the device. You must appropriately package the device you send us in order to protect it from harm during the shipping process. **You are solely responsible for any harm that comes to the device you send us if you fail to appropriately package the device prior to sending it.**

C. Sending your item to us. **You are solely responsible for the risk of loss or damage of/to your property while it is being shipped to us and while it is shipped from us to you, should we return the item to you.**

D. Data Removal. We will endeavor to remove any data upon your hard drive or other media storage of your device and may reformat the drive in order to do so. However, **we cannot guarantee that all personally identifiable data or other sensitive or security related information will be removed from your drive or other memory devices by us. Accordingly, you should remove any such information from your device before you send it to us.** You agree to hold us harmless and indemnify us from any loss or injury resulting from your failure and our failure to remove such information prior to reselling or recycling the device that you send. We are not responsible for any loss suffered by you due to any data that is not erased from the device and becomes available to any third party subsequent to our final disposition of your device. **Remember to make all necessary backups or transfer of data from your device before you send it if you wish to keep or reuse any data that is stored on your device.**

E. Should you be given a quote via our website AND we, upon inspection of your device, agree to pay you that quoted amount, **you are legally and contractually bound to sell us such device for the price quoted** via the website once you have shipped the device to us.

F. Should we, upon inspection of your device, decide to offer you a lower price than originally quoted, **you will have three days to either accept or reject that new price quote.** The three days begins to run upon inspection of your device, our e-mailing you notice of payment **and** our sending you payment either pursuant to the original quote or such value as we determine in our sole discretion. If you reject the price quote and payment made prior to the elapsing of this three-day period, you must return the payment and we will return your device to you within five days thereafter. **If you fail to either accept or reject the new offer/payment within the three days or IF WE ARE UNABLE TO CONTACT YOU AND YOU FAIL TO CONTACT US BY PHONE WITHIN THESE 3 DAYS, YOU WILL BE DEEMED TO HAVE ACCEPTED THE NEW QUOTE/PAYMENT AND WE WILL HAVE PURCHASED YOUR DEVICE FOR THE NEW PRICE QUOTED** and paid for pursuant to the terms of this agreement. **It is your responsibility to be available to receive a call or an e-mail for the purposes of our contacting you to notify you of quote and payment.** It is your responsibility to ensure that e-mail from our company is **not discarded as SPAM.** In all cases where

you request the return of your device by phone and within the three (3) days set forth above, such device will be returned free of charge.

Updating your information and email communication preferences: We want to communicate with you only if you want to hear from us. If you prefer not to receive information from us, please let us know by calling us FREE at 888-821-1143 or by sending us an Email to [info@cashforiphones.com](mailto:info@cashforiphones.com). Please be sure to include your Email address, full name, and specifically what information you do not want to receive. Please note that sometimes these requests may take up to 1-2 weeks to be effective. In addition, when you sell your electronics to us online, we may need to contact you via phone, Email or mail to address questions or issues specific to your order, or with a promotional offer. If you would like to opt out of any further communication after completion of the principal transaction(s), please use the opt out link in the email message sent to you or contact us via email including your Email address, full name, and specifically what information you do not want to be receiving from us in the future. If you would like to update or correct your Email address, street address or other personal information with us please contact us either by phone or email.

G. Lawful Sales Only. By agreeing to these terms and conditions and by shipping your device to us, you certify that you are the legal owner of the device that you send. You must own the right, title and all legal interest in the device you send us. Your sale and or shipment of any such item must not violate any law, regulation or statute of any jurisdiction. You may not unlawfully transfer or encumber any intellectual property, trademark, copyright, patent, software, license or other legal right or restriction via your shipping or selling of the shipped item. The item you ship must be free of all legal restrictions that would affect the value of the item, restrict your legal right to transfer ownership of the item (including the item itself, software present on the item, or hardware on or inside the item). You must refrain from violating any export laws or restrictions. The item you send (including all related materials, software and add on hardware) may not be counterfeited, stolen, or contain harmful or offensive content of any nature. You agree to hold us harmless and indemnify us from any and all loss of any nature, including fees, costs, judgments, liens and reasonable attorney's fees, arising from any threatened or actual legal action should you violate this term and condition of this Agreement.

H. Failure to Return Product or Contents Thereto. Under certain limited circumstances, at no fault of ours, we may not be able to return your item and you agree to hold us harmless from any loss regarding our failure, when outside of our control, to return your device to you. We will never under any circumstance duplicate or return any software or data contained on your device.

I. Legal title of your device passes to us when we agree to pay you the originally quoted amount as shown on our website, you agree to accept a lower offer that we make to you or we send you payment and you do not call us within three (3) days requesting to return payment and receive return of your device or to have us recycle such device. All payments are sent as established by our normal course of business. If we do not agree to accept your product by way of purchase or as a machine to be recycled, then title does not pass to us. Title for all devices accepted for recycling passes to us when you agree to allow the device to be recycled. All decisions about whether or not we purchase your device and for what dollar amount are final. Any offer to purchase your device that we make is a non-transferable offer and also expires if not accepted by you in a timely manner, as described herein. At any time we may decide, without prior notice, to discontinue purchasing any particular or all items.

J. Errors. Should we make a material error in any representation of facts, information or offers to you, your sole recourse is to request the return of the item that you have sent to us. Your ability to request the return of the item elapses upon your receipt of the payment we issue for your item or after 3 days whichever is later. In the event that you elect to cancel the transaction prior to receiving our payment, we will return the item to you upon your request.

#### General Terms and Conditions

**THESE TERMS AND CONDITIONS ARE GOVERNED BY, AND CONSTRUED IN ACCORDANCE WITH, NEVADA LAW, AND NO CONFLICT OF LAWS OR PROVISIONS OF ANY JURISDICTION WILL APPLY TO THESE TERMS AND CONDITIONS. BY CHECKING THE BOX STATING "I AGREE TO THE TERMS AND CONDITIONS" AND THEREAFTER CLICKING ON "SELL NOW", YOU ARE AUTHORIZING THIS TRANSACTION PURSUANT TO ALL SUCH TERMS AND CONDITIONS. CHECKING THE BOX "I AGREE" FURTHER ACKNOWLEDGES YOUR AGREEMENT THAT ANY ACTION AT LAW OR IN EQUITY ARISING OUT OF OR RELATING TO THESE TERMS AND CONDITIONS WILL BE FILED ONLY IN STATE OR FEDERAL COURT LOCATED IN RENO, NEVADA AND YOU HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENT AND SUBMIT TO THE EXCLUSIVE JURISDICTION OF SUCH COURTS OVER ANY SUIT, ACTION, OR PROCEEDING ARISING OUT OF THESE TERMS AND CONDITIONS.**

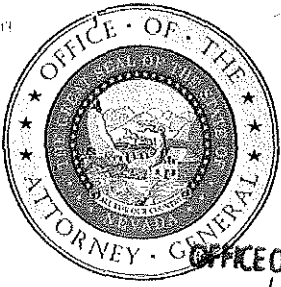
**Entire Agreement. No Waiver.** This Agreement constitutes the entire agreement between the parties. Captions are used only as a matter of convenience and have no legal import. No waiver by us regarding any breach or default shall be deemed to be a waiver of any preceding or subsequent breach or default. Our website or other publications and communications may contain errors. We reserve the right to correct any errors in writing or orally with you. We strive to make every transaction fast and easy! Should you have any questions regarding these terms and conditions, please do not hesitate to call us at 1-888-634-4409 or email us at [info@cashforiphones.com](mailto:info@cashforiphones.com) or use our [Contact Us](#) page.

Sell Your iPhone by  
Model

Sell Your iPhone by  
Condition

Sell Your iPhone by  
Carrier

Other Resources  
Help/FAQ



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100                  Phone: 702-486-3420  
 Fax: 775-684-1108                      Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
 (Stamp here)

OFFICE OF THE ATTORNEY GENERAL  
 LAS VEGAS, NEVADA

OCT 20 2014

ADMINISTRATION **COMPLAINT FORM**

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

**SECTION 1.**

**COMPLAINANT INFORMATION**

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: McNinch Gigi  
 Last First MI

Your Address: 1401 Three Gates Road  
 Address City State Zip

Your Phone Number: 704-604-3364  
 Home Cell Work Fax

Email: gigimcninch@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

**BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST**

Business/Provider Name: Laptop and Desktop Repair, LLC

Individual/Contact: David Kruchin  
 Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Drive Sparks, NV 89431  
 Address City State Zip

Individual/Business Phone: 888-821-1143  
 Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: cashforiphones.com

**SECTION 2.**

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

**LAPTOP & DESKTOP REPAIR LLC**

Business Entity Information			
Status:	Active	File Date:	7/30/2008
Type:	Domestic Limited-Liability Company	Entity Number:	E0492652008-3
Qualifying State:	NV	List of Officers Due:	7/31/2015
Managed By:	Managing Members	Expiration Date:	
NV Business ID:	NV20081374533	Business License Exp:	7/31/2015

Additional Information	
Central Index Key:	

Registered Agent Information			
Name:	LAPTOP & DESKTOP REPAIR LLC C/O VADIM KRUCHININ	Address 1:	5390 VISTA RIDGE WAY
Address 2:		City:	RENO
State:	NV	Zip Code:	89523
Phone:		Fax:	
Mailing Address 1:		Mailing Address 2:	
Mailing City:		Mailing State:	NV
Mailing Zip Code:			
Agent Type:	Noncommercial Registered Agent		

Financial Information			
No Par Share Count:	0	Capital Amount:	\$ 0
<b>No stock records found for this company</b>			

Officers				<input type="checkbox"/> Include Inactive Officers
Managing Member - DAVID V KRUCHIN				
Address 1:	5390 VISTA RIDGE WAY	Address 2:		
City:	RENO	State:	NV	
Zip Code:	89523	Country:	USA	
Status:	Active	Email:		

Actions/Amendments			
Action Type:	Articles of Organization		
Document Number:	00001964073-00	# of Pages:	1
File Date:	7/30/2008	Effective Date:	
(No notes for this action)			
Action Type:	Initial List		
Document Number:	20080537396-23	# of Pages:	1
File Date:	8/11/2008	Effective Date:	
ILO/CC			
Action Type:	Annual List		
Document Number:	20090446393-80	# of Pages:	1
File Date:	5/27/2009	Effective Date:	



<b>2009-2010</b>			
<b>Action Type:</b>	Annual List		
<b>Document Number:</b>	20100585700-88	<b># of Pages:</b>	1
<b>File Date:</b>	8/2/2010	<b>Effective Date:</b>	
<b>(No notes for this action)</b>			
<b>Action Type:</b>	Annual List		
<b>Document Number:</b>	20110343842-98	<b># of Pages:</b>	1
<b>File Date:</b>	5/6/2011	<b>Effective Date:</b>	
<b>(No notes for this action)</b>			
<b>Action Type:</b>	Annual List		
<b>Document Number:</b>	20120369967-55	<b># of Pages:</b>	1
<b>File Date:</b>	5/25/2012	<b>Effective Date:</b>	
<b>(No notes for this action)</b>			
<b>Action Type:</b>	Annual List		
<b>Document Number:</b>	20130335604-87	<b># of Pages:</b>	1
<b>File Date:</b>	5/21/2013	<b>Effective Date:</b>	
<b>(No notes for this action)</b>			
<b>Action Type:</b>	Annual List		
<b>Document Number:</b>	20140480315-78	<b># of Pages:</b>	1
<b>File Date:</b>	7/1/2014	<b>Effective Date:</b>	
<b>(No notes for this action)</b>			

1 [Find your device](#)

2 [Get cash offer to sell](#)

3 [Checkout and get paid](#)

[Hello!](#) [Log in](#)  
[Your account](#)

7 Offers Found For Your Apple iPhone 4S 16GB (AT&T)



Apple iPhone 4S  
16GB (AT&T)

Good [\(edit\)](#)

[Rating Sort](#)

[Price Sort](#)

[Best Match Sort](#)

- \$106.40  
Cash Offer  
[See Details](#)

**technolla** [Get Paid](#)

[2730 Reviews](#)
- \$98.80  
Cash Offer  
[See Details](#)

**The Wireless Warehouse** [Get Paid](#)

[2367 Reviews](#)
- \$98.80  
Cash Offer  
[See Details](#)

**Managed by uSell** [Get Paid](#)

[0 Reviews](#)
- \$95  
Cash Offer  
[See Details](#)

**EARLY UPGRADE** [Get Paid](#)

[1735 Reviews](#)
- \$95  
Cash Offer  
[See Details](#)

**Secondhand Cellular** [Get Paid](#)

[749 Reviews](#)
- \$91.20  
Cash Offer  
[See Details](#)

**GUZU** [Get Paid](#)

[1765 Reviews](#)
- \$0.76  
Cash Offer  
[See Details](#)

**Buy My Trader** [Get Paid](#)

[417 Reviews](#)

**xfinity**  
**XFINITY TV**  
**\$19.99**  
A MONTH FOR 12 MONTHS  
NO TERM CONTRACT  
[GET IT NOW](#)

**Sell it now. Sell it fast.**

[Quick Payment](#)

[Free Shipping](#)

[Customer Support](#)

**Almost as good as Cash Back TWICE!**  
Plus our Lowest Intro APR

**citi**  
[Get Started](#)

**SELL YOUR STUFF**

- [iPhones](#)
- [Cell Phones](#)
- [iPads](#)
- [Tablets](#)
- [iPods](#)
- [Textbooks](#)
- [Video Games](#)
- [Gift Cards](#)

**ABOUT US**

- [How it Works](#)
- [Company](#)
- [Press & Media](#)
- [Testimonials](#)
- [Blog](#)

**SUPPORT**

- [Help Center](#)
- [Track Order](#)
- [Contact Us](#)
- [Meet Our Buyers](#)

**CONNECT WITH US!**

Sign up to receive email updates.

<input type="text" value="Enter your email"/>	<a href="#">Subscribe</a>
---	---------------------------



Get Cash Fast - guaranteed  
 Excellent Service - guaranteed  
 Best Process - guaranteed

Questions? 1-888-821-1143  
 7am to 4pm PST Mon - Fri

Like 1.1k Follow 3M

Sell iPhone How It Works About Us Reviews

My Account Contact Us

Sell Your iPhone by: MODEL | CONDITION | CARRIER

Learn More About: iPhone Recycling | Buy Back Programs | Trade-In's

Home > Estimator

## Initial Quote for Apple iPhone 4S 16GB ATT

The Original  
 CashForLaptops business  
 since 2002

Select Your Model and Get An Initial Quote

1 Search & Find Your Device

2 See Your Initial Quote

My iPhone:

- Powers on and works fine **OR**  Does Not Power On
- Has a Damaged or Defective Screen
- Has a Bad Battery

Depending on its condition,  
 we can pay you as much as

# \$157

see terms and conditions

### My Cashbox

[Sell now](#)

iPhone 4S 16GB ATT  
 \$157 [Remove](#)

# \$157

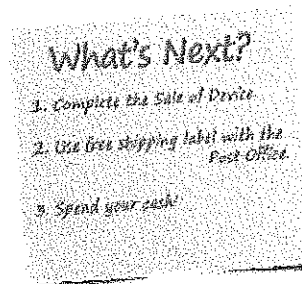
[Add Another Device](#)

Working or Not  
[Add Another Device](#)

Press Continue to  
 Proceed to next step  
[Continue](#)

Laptop, Smartphone, Tablet

3 Request FREE, prepaid, protective packaging



**Sell Your iPhone by Model**  
 iPhone 4  
 iPhone 4s  
 iPhone 5  
 iPhone 5s  
 iPhone 5c

**Sell Your iPhone by Condition**  
 New iPhone (out of the box)  
 Old iPhone (barely used)  
 Used iPhone (not damaged)  
 Damaged iPhone (not broken)  
 Broken iPhone (still works)  
 Dead iPhone (not working)

**Sell Your iPhone by Carrier**  
 AT&T  
 Boost Mobile  
 Cricket  
 MetroPCS  
 Sprint  
 Verizon  
 Other Carrier  
 Unlocked

**Other Resources**  
[Help/FAQ](#)  
[Blog](#)  
[Resources](#)  
[Press](#)

[Terms and Conditions](#) [Privacy](#) [Site Map](#)

Copyright © 2002 - 2014 [CashForIPhones.com](#)



From: **Gigi McNinch** [gigimcninch@gmail.com](mailto:gigimcninch@gmail.com)  
Subject: **Fwd: CashForIphones - Contact Form**  
Date: **October 15, 2014 at 11:52 AM**  
To: **Bo** [bmcninch@ticemcninch.com](mailto:bmcninch@ticemcninch.com)

---

Sent from my iPad

Begin forwarded message:

**From:** CashForLaptops Family of Websites <[support@cashforiphones.com](mailto:support@cashforiphones.com)>  
**Date:** October 15, 2014 at 11:30:03 AM EDT  
**To:** [gigimcninch@gmail.com](mailto:gigimcninch@gmail.com)  
**Subject:** Re: CashForIphones - Contact Form

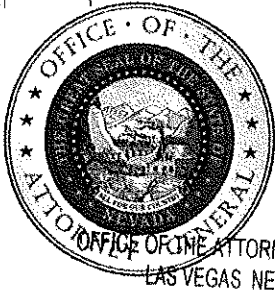
Dear Gigi,

I'm sorry that you're not happy with the payment you received for your device. We want to make sure you become a satisfied customer and so I would like to direct you to our Seller Services department so they can better assist you with this situation. Please contact 888-821-1143 An agent will be available to assist you from 7am-4pm PST Monday through Friday.

If you leave a voicemail please be sure to leave a message with your first and last name and sale ID number so we can better assist you.

Respectfully,

Johnny



OFFICE OF THE ATTORNEY GENERAL  
LAS VEGAS NEVADA

OCT 27 2014

ADMINISTRATION

STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

For official use only:

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
(Stamp here)

# HIGH TECH CRIME COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to the office location listed above. Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Robinson Donald A  
Last First MI

Your Address: 1530 N. Dearborn, 3 North, Chicago, IL 60610  
Address City State Zip

Your Phone Number: 312-751-9858 312-523-7640 312-523-7640  
Home Cell Work Fax

Email: don@Barahal.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: cashforiphones.com; Laptop and Desktop Repair, LLC

Individual/Contact: Kevin (employee #139), Mikie (supervisor)  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Dr., Las Vegas, Nevada 89431  
Address City State Zip

Individual/Business Phone: 888-821-1143  
Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: www.cashforiphones.com

IP Address: \_\_\_\_\_ IRC Server: \_\_\_\_\_

Chat Room Name: \_\_\_\_\_

Usernet Newsgroup: \_\_\_\_\_ Other: \_\_\_\_\_

**SECTION 2.**

Did you make any payments to this individual or business?  Yes--Continue to Next Question  No--Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

**SECTION 3.**

Did you suffer a monetary loss other than from payments made?  Yes--Continue to Next Question  No--Skip to Section 4

Total amount of monetary loss? \$526.00 Date(s) of losses (mm/dd/yyyy): 09/15/2014

Please describe the nature of the monetary losses.

I responded to cashforiphone's on-line advertisement to purchase used phones. I agreed to sell 2 iphones for \$263 per iphone (subject to their inspection of the iphones). They sent a check for only \$41 per iphone (I have not deposited it). The iphones have not been returned to me as I requested (I will return their check upon my receipt of the iphones).

**SECTION 4.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

See attached letter and supporting materials.

**SECTION 5.**

Have you contacted another agency for assistance?  Yes  No

If so, what is the agencies name, contact person's name, and contact information?

Attorney General of Illinois Consumer Fraud Bureau

Agency Name Contact Person's Last Name Contact Person's First Name  
217-782-1090

Contact Person's Phone Contact Person's Email

**SECTION 9. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

**Return original form to:**

Office of the Attorney General – ATTN: High Tech Crime Unit  
555 E. Washington Avenue, # 3900  
Las Vegas, NV 89101  
Fax: 702-486-3768  
(Faxed copies will be accepted followed by original)



Date reported (mm/dd/yyyy): 10/20/2014 Report number (if known): \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 6.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

- Letter to the State of Nevada Office of the Attorney General
- email to cashforiphones.com
- printout of cashforiphones.com's "terms and conditions"
- screenshot of a portion of cashforiphone.com's website on date in question
- copy of Laptop and Desktop Repair, LLC's check

**SECTION 7.**

List any other known witnesses or victims. Please provide names, addresses, phone numbers, email addresses, and/or websites.

**SECTION 8.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature \_\_\_\_\_ Donald A. Robinson  
Print Name \_\_\_\_\_

10/21/2014  
Date (mm/dd/yyyy)

**Donald A. Robinson**

**1530 North Dearborn, Unit 3N**

**Chicago, Illinois 60610**

**312-751-9858**

**312-523-7640 (cell)**

**Don@barahal.com**

October 21, 2014

Office of the Attorney General  
State of Nevada  
555 East Washington Avenue, #3900  
Las Vegas, Nevada 89101

ATTN: High Tech Crime Unit

Re: Complaint against "CashforiPhones.com" / Laptop and Desktop Repair, LLC

Ladies and Gentlemen:

CashforiPhones.com operates a website on which they offer to pay up to \$263 for each iPhone to purchase used iPhone 5cs. Based on this offer I agreed to sell them two iPhone 5cs. Their offer was conditioned on their inspection of the conditions of the iPhones and my shipping the iPhones to them within seven days of my receiving their packaging. I received their packaging and promptly mailed the two iPhone 5Cs to CashforiPhones.com using the packaging and the prepaid US Mail label that they provided.

CashforiPhones.com acknowledged receipt of the package by email on October 1, 2014. Their email stated that the iPhones would be inspected and that I should receive a payment confirmation by email within 5 – 6 days. This email did not mention any delay in their receipt of the iPhones.

On Monday, October 6, 2014 I received another email from CashforiPhones.com stating: "Your check has been printed and will be on its way in no time." The email did not state that the payment would be any less than the \$263 for each iPhone initially offered on their website nor did it specify when the check would be sent.

On Friday, October 10, 2014 I received a check from CashforiPhones.com / Laptop and Desktop Repair, LLC in the amount of \$82 (\$41 for each iPhone).

On Monday, October 13, 2014 (the next business day) I called CashforiPhones.com twice. In the first call I spoke with Kevin (employee ID #139) and his supervisor, Mike. Although their earlier email made no mention of a delay, Kevin explained that the reduced payment was because the market price for these iPhones had fallen from \$263 for each iPhone to \$41 for each iPhone during the time period between my initial response to their offer and when they received the iPhone and that the delay was caused by my sending them the phones by US Mail using the prepaid US Mail label they provided. Kevin

eventually offered to pay \$150 for the two iPhones (\$75 for each of the iPhones). I was willing to accept \$200 for each of the iPhone. Kevin (and his supervisor) and I were unable to reach agreement.

Immediately following the first telephone conversation I checked CashforiPhones.com's website and saw that they were still advertising that they would pay up to \$263 per phone for these iPhones. I immediately called them back and told them that the market price had not declined because they were still offering to pay \$263 per iPhone. (A screen print of the website from the date of that telephone call – showing the date printed - is enclosed). During this second telephone call:

1. Kevin told me that their website was out of date and that the advertised price was no longer being offered.
2. Mike (the supervisor) confirmed that the advertised price was no longer being offered and also told me that my iPhones were not in acceptable condition. He told me that the \$263 per iPhone was only payable if the iPhones were still in their original, unopened packaging. (This was even though he had just told me that the \$263 for each iPhone was not being offered.)

CashforiPhones.com's website lists several categories of conditions of the iPhones that they purchase. None of these categories mentions iPhones in original, unopened packaging.

One of the iPhones that I sent to CashforiPhones.com was a replacement for a prior iPhone. Apple provided this iPhone to us on September 3, 2014 as a replacement for a prior iPhone. The replacement iPhone didn't provide better telephone reception. In order to obtain better telephone reception I changed telephone carriers on September 13, 2014. It was necessary for us to purchase new iPhones to change carriers. As a result, one of the two iPhones had been out of its original packaging from Apple for only 10 days. I bought the other iPhone on April 11, 2014 so it was 5 months old. Both iPhones had been kept in cases that were enclosed on all 6 sides. Both iPhones were in excellent working order and not damaged.

During the second telephone call, since I could not agree on a price for the iPhones I requested that my iPhones be returned. CashforiPhones.com told me that my request for the return of my iPhones was too late because I did not reject their offer of \$41 for each iPhone within the three day time period provided for in their terms and conditions. (A copy of their terms and conditions printed from their website is enclosed.)

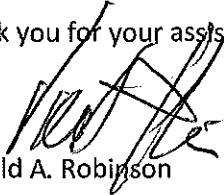
1. The relevant portion of their terms and conditions states: "F. Should we, upon inspection of your device, decide to offer you a lower price than originally quoted, you will have three days to either accept or reject that new price quote. The three days begins to run upon inspection of the device, our e-mailing you notice of payment and our sending you payment either pursuant to the original quote or such value as we determine in our sole discretion." (Emphasis in the original.)
2. Mike (the supervisor) told us that the three day period commenced when they sent us the email on October 6, 2014. However, that email did not make any reference to price and I

did not know that their payment would not be in the original amount of \$263 for each iPhone they offered until I received their check on October 10, 2014.

Following CashforiPhones.com's refusal to pay either the \$263 for each iPhone that they originally offered or the \$200 for each iPhone that I agreed to accept to settle this matter (but which they rejected) and their refusal to return the iPhones, I sent an email demanding either payment or the return of the iPhones. (A copy of that email is enclosed.) I received immediate confirmation by email that my email was delivered. I have not yet received any response.

I appreciate your assistance obtaining either payment of \$200 for each of the two iPhones (which is the lesser amount I agreed to accept instead of their original offer of \$263 for each iPhone ) or the return of my iPhones.

Thank you for your assistance,



Donald A. Robinson

Encs.

10/13/2014

DATE

Trade in my iPhone - Cash For iPhones

1-888-821-1143

cash

iphones.com

Get Cash Fast!

Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Questions? 1-888-821-1143

7am to 4pm PST Mon - Fri

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Sell Your iPhone by: MODEL | CONDITION | CARRIER Learn More About: iPhone Recycling | Buy Back Programs | Trade-In's

Home > Estimator

# Initial Quote for Apple iPhone 5C 16GB Verizon

The Original  
CashForLaptops business  
since 2002

Select Your Model and Get An Initial Quote

## Search & Find Your Device

## My Cashbox

## See Your Initial Quote

Sell now

### My iPhone:

Powers on and works fine

OR

Does Not Power On

Has a Damaged or Defective Screen

Has a Bad Battery

Depending on its condition,  
we can pay you as much as

# \$263

iPhone 5C 16GB Verizon  
\$263 Remove

# \$263

Add Another Device

Add Another Device >

Continue v

## What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

Request FREE, prepaid, protective packaging

### Sell Your iPhone by Model

iPhone 4  
iPhone 4s  
iPhone 5  
iPhone 5s  
iPhone 5c

### Sell Your iPhone by Condition

New iPhone (out of the box)  
Old iPhone (barely used)  
Used iPhone (not damaged)  
Damaged iPhone (not broken)  
Broken iPhone (still works)  
Dead iPhone (not working)

### Sell Your iPhone by Carrier

AT&T  
Boost Mobile  
Cricket  
MetroPCS  
Sprint  
Verizon  
Other Carrier  
Unlocked

### Other Resources

Help/FAQ  
Blog  
Resources  
Press

10/13/2014

Terms and Conditions in Selling iPhones to CashforiPhones

broken)	Other Carrier
Broken iPhone (still	Unlocked
works)	
Dead iPhone (not	
working)	

[Terms and Conditions](#) [Privacy](#) [Site Map](#)

Copyright © 2002 - 2014 CashForiPhones.com



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Questions? 1-888-821-1143  
7am to 4pm PST Mon - Fri

1-888-821-1143

Follow @cash4\_iphones

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My Account | Contact Us

Sell Your iPhone by: MODEL | CONDITION | CARRIER | Learn More About: iPhone Recycling | Buy Back Programs | Trade-Ins

Home > Terms And Conditions

## Terms & Conditions

Basic Information about Cash for iPhones and the General Terms and Conditions

The Original  
CashForLaptops business  
since 2002

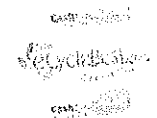
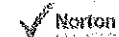
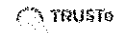
### Basic Information

A. Quotes presented on the website. All such initial quotes are qualified and pending our evaluation of your laptop, smartphone, tablet PC, or any other electronic device (hereinafter referred to as "device"). No binding offer is made until we have had a chance to inspect the device that you send to us. We reserve the right to refuse to offer to purchase any item that you send us for any reason we deem, in our sole discretion, to be sensible. You must send us your device within the time period stated herein. All amounts are paid by company check and mailed to the address you provide to us during the quote process or by PayPal transfer per your designation. This usually takes five (5) business days from the date on which your device arrives and is inspected at our facility unless we need to speak to you directly about the offer we wish to make. We require prompt receipt of your device and we expedite this process of our inspection and processing of payment pursuant thereto as necessary to conform with objective conditions of fluctuating market prices, continuous changes in supply and demand governing our ability to pay up to a certain amount. The timeframes set forth below are deemed necessary by these dictates of our business and you are acknowledging your understanding thereof and agreement thereto each by requesting the prepaid shipping materials and sending us your device as the result of accepting these terms on the checkout page. B. You agree to ship your device within 7 days of receiving the protective packaging. Delay in shipping may negatively affect the determination of value of the device. We determine the value of your device based on our systematic analysis of such devices and the current marketplace. Many factors are taken into consideration, such as the age of the device, the manufacturer and model of the device, the wear and tear apparent on the device, whether the device is usable and or intact in nature and other elements that would affect its resale value or costs of repair to the device. If we decide not to purchase the device, you will be given the option of allowing us to recycle the device in which case you will not receive any payment for the device. You must appropriately package the device you send us in order to protect it from harm during the shipping process. You are solely responsible for any harm that comes to the device you send us if you fail to appropriately package the device prior to sending it. C. Sending your item to us. You are solely responsible for the risk of loss or damage of/to your property while it is being shipped to us and while it is shipped from us to you, should we return the item to you. D. Data Removal. We will endeavor to remove any data upon your hard drive or other media storage of your device and may reformat the drive in order to do so. However, we cannot guarantee that all personally identifiable data or other sensitive or security related information will be removed from your drive or other memory devices by us. Accordingly, you should remove any such information from your device before you send it to us. You agree to hold us harmless and indemnify us from any loss or injury resulting from your failure and our failure to remove such information prior to reselling or recycling the device that you send. We are not responsible for any loss suffered by you due to any data that is not erased from the device and becomes available to any third party subsequent to our final disposition of your device. Remember to make all necessary backups or transfer of data from your device before you send it if you wish to keep or reuse any data that is stored on your device. E. Should you be given a quote via our website AND we, upon inspection of your device, agree to pay you that quoted amount, you are legally and contractually bound to sell us such device for the price quoted via the website once you have shipped the device to us. F. Should we, upon inspection of your device, decide to offer you a lower price than originally quoted, you will have three days to either accept or reject that new price quote. The three days begins to run upon inspection of your device, our e-mailing you notice of payment and our sending you payment either pursuant to the original quote or such value as we determine in our sole discretion. If you reject the price quote and payment made prior to the elapsing of this three-day period, you must return the payment and we will return your device to you within five days thereafter. If you fail to either accept or reject the new offer/payment within the three days or IF WE ARE UNABLE TO CONTACT YOU AND YOU FAIL TO CONTACT US BY PHONE WITHIN THESE 3 DAYS, YOU WILL BE DEEMED TO HAVE ACCEPTED THE NEW QUOTE/PAYMENT AND WE WILL HAVE PURCHASED YOUR DEVICE FOR THE NEW PRICE QUOTED and paid for pursuant to the terms of this agreement. It is your responsibility to be available to receive a call or an e-mail for the purposes of our contacting you to notify you of quote and payment. It is your responsibility to ensure that e-mail from our company is not discarded as SPAM. In all cases where you request the return of your device by phone and within the three (3) days set forth above, such device will be returned free of charge. Updating your information and email communication preferences: We want to communicate with you only if you want to hear from us. If you prefer not to receive information from us, please let us know by calling us FREE at 888-

*It was very simple selling my iphone. It was a very convenient process and good money was paid back for it.*

[see testimonials](#) Dianne F.

Get Cash For Your Device



821-1143 or by sending us an Email to [info@cashforiphones.com](mailto:info@cashforiphones.com). Please be sure to include your Email address, full name, and specifically what information you do not want to receive. Please note that sometimes these requests may take up to 1-2 weeks to be effective. In addition, when you sell your electronics to us online, we may need to contact you via phone, Email or mail to address questions or issues specific to your order, or with a promotional offer. If you would like to opt out of any further communication after completion of the principal transaction(s), please use the opt out link in the email message sent to you or contact us via email including your Email address, full name, and specifically what information you do not want to be receiving from us in the future. If you would like to update or correct your Email address, street address or other personal information with us please contact us either by phone or email. G. Lawful Sales Only. By agreeing to these terms and conditions and by shipping your device to us, you certify that you are the legal owner of the device that you send. You must own the right, title and all legal interest in the device you send us. Your sale and or shipment of any such item must not violate any law, regulation or statute of any jurisdiction. You may not unlawfully transfer or encumber any intellectual property, trademark, copyright, patent, software, license or other legal right or restriction via your shipping or selling of the shipped item. The item you ship must be free of all legal restrictions that would affect the value of the item, restrict your legal right to transfer ownership of the item (including the item itself, software present on the item, or hardware on or inside the item). You must refrain from violating any export laws or restrictions. The item you send (including all related materials, software and add on hardware) may not be counterfeited, stolen, or contain harmful or offensive content of any nature. You agree to hold us harmless and indemnify us from any and all loss of any nature, including fees, costs, judgments, liens and reasonable attorney's fees, arising from any threatened or actual legal action should you violate this term and condition of this Agreement. H. Failure to Return Product or Contents Thereto. Under certain limited circumstances, at no fault of ours, we may not be able to return your item and you agree to hold us harmless from any loss regarding our failure, when outside of our control, to return your device to you. We will never under any circumstance duplicate or return any software or data contained on your device. I. Legal title of your device passes to us when we agree to pay you the originally quoted amount as shown on our website, you agree to accept a lower offer that we make to you or we send you payment and you do not call us within three (3) days requesting to return payment and receive return of your device or to have us recycle such device. All payments are sent as established by our normal course of business. If we do not agree to accept your product by way of purchase or as a machine to be recycled, then title does not pass to us. Title for all devices accepted for recycling passes to us when you agree to allow the device to be recycled. All decisions about whether or not we purchase your device and for what dollar amount are final. Any offer to purchase your device that we make is a non-transferable offer and also expires if not accepted by you in a timely manner, as described herein. At any time we may decide, without prior notice, to discontinue purchasing any particular or all items. J. Errors. Should we make a material error in any representation of facts, information or offers to you, your sole recourse is to request the return of the item that you have sent to us. Your ability to request the return of the item elapses upon your receipt of the payment we issue for your item or after 3 days whichever is later. In the event that you elect to cancel the transaction prior to receiving our payment, we will return the item to you upon your request. General Terms and Conditions

THESE TERMS AND CONDITIONS ARE GOVERNED BY, AND CONSTRUED IN ACCORDANCE WITH, NEVADA LAW, AND NO CONFLICT OF LAWS OR PROVISIONS OF ANY JURISDICTION WILL APPLY TO THESE TERMS AND CONDITIONS. BY CHECKING THE BOX STATING "I AGREE TO THE TERMS AND CONDITIONS" AND THEREAFTER CLICKING ON "SELL NOW", YOU ARE AUTHORIZING THIS TRANSACTION PURSUANT TO ALL SUCH TERMS AND CONDITIONS. CHECKING THE BOX "I AGREE" FURTHER ACKNOWLEDGES YOUR AGREEMENT THAT ANY ACTION AT LAW OR IN EQUITY ARISING OUT OF OR RELATING TO THESE TERMS AND CONDITIONS WILL BE FILED ONLY IN STATE OR FEDERAL COURT LOCATED IN RENO, NEVADA AND YOU HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENT AND SUBMIT TO THE EXCLUSIVE JURISDICTION OF SUCH COURTS OVER ANY SUIT, ACTION, OR PROCEEDING ARISING OUT OF THESE TERMS AND CONDITIONS. Entire Agreement. No Waiver. This Agreement constitutes the entire agreement between the parties. Captions are used only as a matter of convenience and have no legal import. No waiver by us regarding any breach or default shall be deemed to be a waiver of any preceding or subsequent breach or default. Our website or other publications and communications may contain errors. We reserve the right to correct any errors in writing or orally with you. We strive to make every transaction fast and easy! Should you have any questions regarding these terms and conditions, please do not hesitate to call us at 1-888-634-4409 or email us at [info@cashforiphones.com](mailto:info@cashforiphones.com) or use our [Contact Us](#) page.

Sell Your iPhone by Model	Sell Your iPhone by Condition	Sell Your iPhone by Carrier	Other Resources
iPhone 4	New iPhone (out of the box)	AT&T	Help/FAQ
iPhone 4s	Old iPhone (barely used)	Boost Mobile	Blog
iPhone 5	Used iPhone (not damaged)	Cricket	Resources
iPhone 5s	Damaged iPhone (not broken)	MetroPCS	Press
iPhone 5c		Sprint	
		Verizon	



Broken iPhone (still  
works)  
Dead iPhone (not  
working)

Other Carrier  
Unlocked

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From: **Donald A. Robinson** (drobinson@rss-lawyers.com)  
Subject: Shipment No. 234302 // No. 256641 (multiple)  
Date: October 13, 2014 at 4:56 PM  
To: support@cashforiphones.com

Gentlemen:

As a result of my telephone conversations with Kevin (ID No. 139) and his supervisor Mike this afternoon regarding payment for the two iPhone 5C 16gb (Verizon) telephones that I sent to your company, I am hereby demanding either: (i) payment to me of \$444.00 or (ii) the return of these two iPhones. The payment of \$444.00 is the \$526 (\$263/iPhone) quoted on your website less the \$82.00 check that was sent to me. The \$263 for each of these iPhones is amount that was quoted on your website both on the date I contacted your company and this afternoon during my telephone conversation with Mike.

The serial numbers of these iPhones are: F73LPCLFFNDD and F73LPAUNFNDD. As Kevin acknowledged, these iPhones these iphones were in excellent condition when they were inspected upon your receipt of them. Mike acknowledged the same, but noted that the boxes were not sealed and as a result the iPhones were not "brand new".

Unless payment is made as above, we expect that these iPhones will be returned to us in the same condition as Kevin and Mike acknowledged. Upon our receipt of these iPhones in this condition we will promptly return your check for \$82.00.

Donald Robinson

Donald A. Robinson, LLC  
ROBINSON SHAPIRO & SCHWARTZ, LLC  
208 South LaSalle Street  
Suite 1750  
Chicago, Illinois 60604  
312-985-9395 (P)  
312-985-9387 (D)  
312-523-7640 (C)  
312-985-9387 (F)  
Attorney  
LEED Green Associate  
[drobinson@rss-lawyers.com](mailto:drobinson@rss-lawyers.com)  
[Website](#) |

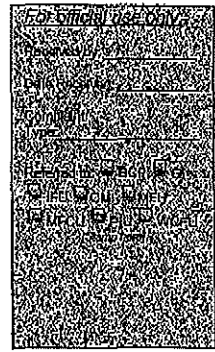
10/15/14 9:06 JB



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108	555 E. Washington Ave., #3900 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3768
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www.eg.nv.gov



## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Finger Brian T  
Last First MI

Your Address: 748 Peakes Point Dr, Gulf Breeze, FL 32561  
Address City State Zip

Your Phone Number: 850-572-0306  
Home Cell Work Fax

Email: fingerbeach@yahoo.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: eCycle Best.com/Laptop and Desktop repair, llc

Individual/Contact: \_\_\_\_\_  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Dr, Sparks, NV 89431  
Address City State Zip

Individual/Business Phone: 1-888-821-1143  
Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: ecyclebest.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

brian finger  
Signature

10/13/2014

Date (mm/dd/yyyy)



brian finger  
Print Name

**SECTION 6. (Optional)**

The following sections are optional and are intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.


My complaint is:

This company buys used phones from consumers via online website. it quoted me \$463 for barely used Galaxy Active. I mailed them my phone per instructions. They sent me a check for \$68. Ive tried numerous times to reach them on the telephone, but was put on hold indefinitely each time. I'm sure many, many consumers from all over the country/world are also being defrauded by this Nevada company as well.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

20343



**LAPTOP AND DESKTOP REPAIR, LLC**  
 THE GADGET BUYING COMPANY  
 84 CONEY ISLAND DR.  
 SPARKS, NV 89451

**usbank** All about serving you  
 94-169-1212

10/2/2014

PAY TO THE ORDER OF **Brian Finger**

\$ **68.00**

Sixty Eight and 00/100 DOLLARS

Brian Finger  
 746 Peakes Point Dr  
 Gulf Breeze FL 32561

MEMO

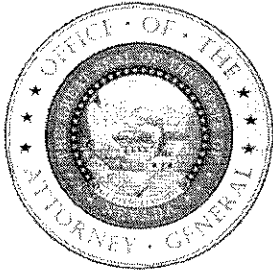
AUTHORIZED SIGNATURE

⑈ 203435⑈ ⑆ 121201694⑆ 153756229610⑈

LAPTOP AND DESKTOP REPAIR, LLC					20343
Brian Finger				10/2/2014	
Date	Type	Reference	Original Amt.	Balance Due	Discount
10/2/2014	Bill		68.00	68.00	Payment
				Check Amount	68.00

US Bank (current) = 96

68.00



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

[www.ag.nv.gov](http://www.ag.nv.gov)

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
(Stamp here)

## HIGH TECH CRIME COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to the office location listed above. Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Bank Martin

	Last	First	MI
Your Address: <u>10 Wildwood Drive</u>	<u>Dix Hills</u>	<u>NY</u>	<u>11746</u>
Address	City	State	Zip

Your Phone Number: 631-643-9681 631-889-4886 516-336-0832 631-693-2768

Home	Cell	Work	Fax
------	------	------	-----

Email: martin.bank@ms.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: cashforiphones.com doing business as Laptop and Desktop Repairs LLC

Individual/Contact: Mr. Vadim "Dave Kruch" Kruchinin - CEO

	Last	First	Job Title (Example: CEO)
Individual/Business Address: <u>84 Coney Island Dr</u>	<u>Sparks,</u>	<u>NV</u>	<u>89431</u>
Address	City	State	Zip

Individual/Business Phone: (888) 821-1143

Work	Mobile	Fax
------	--------	-----

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: http://www.cashforiphones.com/

IP Address: \_\_\_\_\_ IRC Server: \_\_\_\_\_

Chat Room Name: \_\_\_\_\_

Usenet Newsgroup: \_\_\_\_\_ Other: \_\_\_\_\_

**SECTION 2.**

Did you make any payments to this individual or business?  Yes-Continue to Next Question  No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

**SECTION 3.**

Did you suffer a monetary loss other than from payments made?  Yes-Continue to Next Question  No-Skip to Section 4

Total amount of monetary loss? \$882 \_\_\_\_\_ Date(s) of losses (mm/dd/yyyy): 10/24/14 \_\_\_\_\_

Please describe the nature of the monetary losses.

Website offers to purchase your used iphone for cash- they have you enter the make and model and offer you an "estimated" value of the iphone. the value of the 3 iphones i sent in was \$882 - the actual amount they agreed to pay was \$115.

**SECTION 4.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

on 10/5/14 I went online to cashforiphones.com and submitted a request to sell 3 iPhone 5 16GB Verizon phones. They quoted me \$882 for the three phones and their terms are that if you are unhappy with their offer you have 3 days to call and have your phones returned. My order #'s are 484516, 484517 and 484518 . On 10/16/14 and 10/19/14 i received an email that they received my iPhones. Both the 10/16/14 and 10/19/14 emails indicated that they received the phones and that the phones would be inspected by their technician and within "5-6 days" i should expect an email with payment confirmation. On 10/24/14 I received an email saying a check was being mailed. This email didn't indicate the amount, but upon logging on to their website, it said the three phones were giving me \$23, \$45, and \$47. As this was well below the suggested price, I called the company on 10/24/14 and , after several disconnections, busy signals and a 30+ minute wait, I spoke to Melanie, who told me that they sent me an email on 10/19/14 with the prices being offered for the three phones. No such email was received. Melanie told me that since 3 days had past, she could not send me my phones and offered \$150 for my trouble, which I declined. Upon further investigation, the Better Business Bureau of Nevada has received 766 complaints against this company for essentially the same issue.

**SECTION 5.**

Have you contacted another agency for assistance?  Yes  No

If so, what is the agencies name, contact person's name, and contact information?

Agency Name \_\_\_\_\_ Contact Person's Last Name \_\_\_\_\_ Contact Person's First Name \_\_\_\_\_

Contact Person's Phone \_\_\_\_\_ Contact Person's Email \_\_\_\_\_



Date reported (mm/dd/yyyy): \_\_\_\_\_ Report number (if known): \_\_\_\_\_

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No

Have you lost a lawsuit in this matter?  Yes  No

### SECTION 6.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

### SECTION 7.

List any other known witnesses or victims. Please provide names, addresses, phone numbers, email addresses, and/or websites.

<http://www.bbb.org/reno/business-reviews/recycling-computers-and-other-electronics/laptop-and-desktop-repair-in-sparks-nv-4001245>

the above is from the Better Business Bureau - 766 complaints - same basic issue - they are a bait and switch company conducting a fraud on the public.

### SECTION 8.

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Signature

Martin Bank

Print Name

10/27/2014

Date (mm/dd/yyyy)

**SECTION 9. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other recommended by the BBB

**Return original form to:**

Office of the Attorney General – ATTN: High Tech Crime Unit  
555 E. Washington Avenue, # 3900  
Las Vegas, NV 89101  
Fax: 702-486-3768

(Faxed copies will be accepted followed by original)

From: **CashForLaptops Family of Websites** support@cashforiphones.com  
Subject: **Martin - Payment Check Mailed**  
Date: **October 24, 2014 at 8:29 AM**  
To: **mbank@optonline.net**



Dear Martin,

Thank you for recycling your Apple iPhone 5 16GB Verizon!

**What is happening?**

Your check has been printed and will be on its way to you in no time! Expect it to arrive in 2-5 business days. (Dear East Coast customers - please allow a few extra days!)

**What do you need to do?**

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: [mbank@optonline.net](mailto:mbank@optonline.net)

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

From: **CashForLaptops Family of Websites** support@cashforiphones.com  
Subject: Order 484518 Status: Your Device Has Been Received  
Date: October 19, 2014 at 8:56 AM  
To: mbank@optonline.net



Dear Friend Martin,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)



STATE OF NEVADA  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER PROTECTION  
 100 North Carson Street, Carson City, Nevada 89701-4717  
 Telephone (775)684-1169

# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

YOUR NAME			
Your First Name:	<u>DAVID R</u>		
Your Last Name:	<u>RUDMAN</u>		
Your Address:	<u>10 HAMILTON DRIVE WEST</u>		
<u>NORTH CALDWELL</u>	<u>NV</u>	<u>89006</u>	
(City)	(State)	(Zip)	
Your Phone Number (#):	<u>917-721-9434</u>		
Your Mobile #:	<u>SAME</u>		
Your Fax #:	<u>212-858-5765</u>		
Your Email:	<u>drudman@sigmavaluation.com</u>		
Are you older than 60 or Disabled:	<u>No</u>		

YOUR COMPLAINT IS AGAINST			
Individual/Business: <u>LAPTOP AND DESKTOP REPAIR LLC</u>			
<u>CASH FOR IPHONES.COM</u>			
If Business, Contact Person: <u>BRIAN / DAVID KRUCHIN</u>			
<u>TARTLETON</u>			
Individual/Business Address: <u>84 CONEY ISLAND DRIVE</u>			
<u>SPARKS</u>	<u>NV</u>	<u>89431</u>	
(City)	(State)	(Zip)	
Individual/Business Phone #:	<u>888 821-1143</u>		
Individual/Business Mobile #:	_____		
Individual/Business Mobile #:	_____		
Individual/Business Mobile #:	_____		
Individual/Business Mobile #:	_____		

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint is: See Attached

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Complaint:

On or about September 21, 2014, I went online to [www.cashforiphones.com](http://www.cashforiphones.com) (website for Laptop and Desktop Repair LLC based in Sparks, NV) and was quoted the following prices for three iphones (copies of quotes enclosed) that I planned to sell.

- 1) iPhone 5S 64 GB (Excellent Condition) -- \$407
- 2) iPhone 4S 64 GB (Excellent Condition) -- \$157
- 3) iPhone 4S 64 GB (Cracked Screen) -- \$118

The Company sent me two (2) shipping boxes and packing slips to return these iphones (copies enclosed). I packaged the two iPhone 4S models side by side in one box, and the iPhone 5S in its own box. The shipping company used was Newgistics, a company selected by cashforiphones.com.

Once shipped, after about a week, I received a bunch of emails from cashforiphones.com telling me my packages had been received and were being processed. Weeks went by and then finally, I received a check in the amount of \$11 for the iPhone 4S with the cracked screen. This is nowhere near the amount that was quoted (\$118). The phone was in excellent condition other than the cracked screen.

At this point, I contacted the Company and spoke with Brian Tartleton. At this point Brian tells me that when he opened the box for my iPhone 4S models only the iPhone 4S with the cracked screen was present. He also tells me that when he opened the box for the iPhone 5S, only a charger was present. He indicated that the boxes were sealed and there was no tampering. Clearly, these appear to be a bunch of lies and what in my opinion, amounts to theft. We aren't talking about a single package. I sent two packages in separate boxes. Obviously, as I am out of state, to pursue this on my own would outweigh the costs of my loss, but I do not see how this Company can be allowed to remain in business with such practices. When you search on Google to sell your iPhone they come up as the number one listing. I can only imagine how many other people they are taking advantage of with their deceptive practices. Obviously many with over 800 complaints filed with the BBB. If you Google the name of this company you can read about the deception experienced by others.

I have enclosed copies of the following information:

- 1) Tracking information that shows the packages were delivered.
- 2) Copies of the quotes received from the Company for the phones that were sent.
- 3) Copy of the BBB report showing that this company has had 771 complaints filed against it within the last 3 years.

Please contact me at your convenience if I can be of further assistance.

David Rudman  
917-721-9434  
[drudman@sigmavaluation.com](mailto:drudman@sigmavaluation.com)

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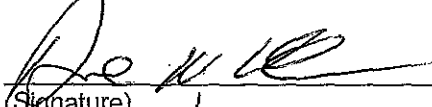
---

**SECTION 3.**

**Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
\_\_\_\_\_  
(Signature)

11/29/14  
\_\_\_\_\_  
Date:

David Ridman  
\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
Date:



Shipment Manager

Return Package Tracking >>

Delivery Tracking

Track Your Return

Newgistics.Com

Instructions: Enter your Shipment ID below and click Next to continue.

\* Required Fields

Tracking Method

Shipment ID \* 7251007006011488010002414938

Tracking Number 7251007006011488010002414938  
Reference Number 241493  
Status Delivered  
Destination Sparks, NV 89431

Date	Time	Description	Location
10/10/2014	06:00 PM	Delivered to Return Center	Sparks, NV 89431
10/9/2014	06:28 PM	Departing Newgistics Facility	Sparks, NV 89441
10/9/2014	09:32 AM	Arrived at Newgistics Facility	Sparks, NV 89441
10/7/2014	05:06 PM	Departing Newgistics Facility	Fishers, IN 46037
10/6/2014	12:56 PM	Departing Newgistics Facility	Mountville, PA 17554
10/6/2014	07:38 AM	Inducted into Newgistics Ne...	Mountville, PA 17554
10/2/2014	02:40 AM	Picked up by USPS	CALDWELL, NJ 070069998
9/29/2014	07:21 PM	Label Created	

Next >

Shipment Manager

Return Package Tracking >>

Delivery Tracking

Track Your Return

(2) phone 48 64 68

Instructions: Enter your Shipment ID below and click Next to continue.

\* Required Fields

Tracking Method

Shipment ID \* 7251007006011488010002414938

Tracking Number 7251007006011488010002414938  
 Reference Number 241493  
 Status Delivered  
 Destination Sparks, NV 89431

Date	Time	Description	Location
10/10/2014	06:00 PM	Delivered to Return Center	Sparks, NV 89431
10/9/2014	06:28 PM	Departing Newgistics Facility	Sparks, NV 89441
10/9/2014	09:32 AM	Arrived at Newgistics Facility	Sparks, NV 89441
10/7/2014	05:06 PM	Departing Newgistics Facility	Fishers, IN 46037
10/6/2014	12:56 PM	Departing Newgistics Facility	Mountville, PA 17554
10/6/2014	07:38 AM	Inducted into Newgistics Ne...	Mountville, PA 17554
10/2/2014	02:40 AM	Picked up by USPS	CALDWELL, NJ 070069998
9/29/2014	07:21 PM	Label Created	

Next >

CASE # 49767

**Total Closed Complaints** 771

**Additional Complaint Information**

According to complaints in BBB files, consumers allege the business obtains their interest by offering a high quote online and then lowering the quote upon the business' receipt of the electronic device.

**Government Actions**

BBB knows of no significant government actions involving Laptop & Desktop Repair, LLC.

What government actions does BBB report on?

**Advertising Review**

BBB has nothing to report concerning Laptop & Desktop Repair, LLC's advertising at this time.

What is BBB Advertising Review?

**Additional Information**

BBB file opened: 04/13/2006  
Business started: 04/01/2002

**Type of Entity**

Limited Liability Company

**Business Management**

Principal: Mr. Vadim "David Kruchin" Kruchin (President / CEO)  
Customer Contact: Mr. Brian Tartleton (Purchasing Manager)

**Business Category**

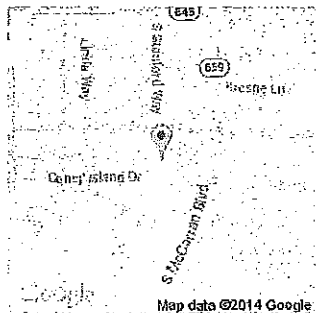
Recycling - Computers & Other Electronics

**Products & Services**

This business offers cash for used or non-working electronics. This business also sells used laptop parts and used cell phones. According to the business it recycles responsibly.

**Alternate Business Names**

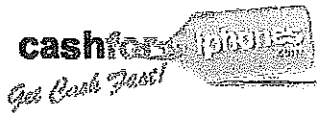
cash4laptops.com, cashforlaptops.com, cashforiphones.com, cashforberrys.com, cashforsmartphones.com, cashforapples.com, cashforipads.com, laptopaid.com, laptopaid.us, laptopzyx.com, cellphonecity.com, iphonepartspro.com, pei-jian.com, ecyclebest.com



As a matter of policy, BBB does not endorse any product, service or business.

BBB Business Reviews are provided solely to assist you in exercising your own best judgment. Information in this BBB Business Review is believed reliable but not guaranteed as to accuracy.

BBB Business Reviews generally cover a three-year reporting period. BBB Business Reviews are subject to change at any time.



Get Cash Fast - guaranteed  
Broken Screen - guaranteed  
Bad Battery - guaranteed

Questions? 1-888-821-1143  
7am to 4pm PST Mon - Fri

1-888-821-1143

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My Account Contact Us

Sell Your iPhone by: MODEL | CONDITION | CARRIER

Learn More About: iPhone Recycling | Buy Back Programs | Trade-In's

Home > Estimator

### Initial Quote for Apple iPhone 4S 64GB ATT

The Original  
CashForLaptops business  
since 2002

Select Your Model and Get An Initial Quote

#### 1 Search & Find Your Device

#### 2 See Your Initial Quote

My iPhone:

- Powers on and works fine
- Does Not Power On
- Has a Damaged or Defective Screen
- Has a Bad Battery

OR

Depending on its condition, we can pay you as much as

# \$157

see terms and conditions

Working or Not  
Please Continue to Proceed to final step

**Add Another Device** ▶ **Continue** ▼

Laptop, Smartphone, Tablet

#### My Cashbox

Sell now

iPhone 4S 64GB ATT  
\$157 Remove

# \$157

Add Another Device

#### What's Next?

1. Complete the Sale of Device.
2. Use the shipping label with the Post Office.
3. Fund your cash!

#### 3 Request FREE, prepaid, protective packaging

##### Sell Your iPhone by Model

- iPhone 4
- iPhone 4s
- iPhone 5
- iPhone 5s
- iPhone 5c

##### Sell Your iPhone by Condition

- New iPhone (out of the box)
- Old iPhone (barely used)
- Used iPhone (not damaged)
- Damaged iPhone (not broken)
- Broken iPhone (still works)
- Dead iPhone (not working)

##### Sell Your iPhone by Carrier

- AT&T
- Boost Mobile
- Cricket
- MetroPCS
- Sprint
- Verizon
- Other Carrier
- Unlocked

##### Other Resources

- Help/FAQ
- Blog
- Resources
- Press



[Blog](#) [BBB Locator](#) [Contact](#) [Español](#) [Business Login](#) [News & Events](#)

Northern Nevada

Businesses Charities News All

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## BBB BUSINESS REVIEW

Is this your Business?

**THIS BUSINESS IS NOT BBB ACCREDITED**

**Laptop & Desktop Repair, LLC**

Phone: (888) 821-1143

Fax: (775) 825-5580  
 View Additional Phone Numbers  
 84 Coney Island Dr, Sparks, NV 89431  
<http://www.cash4laptops.com>  
 View Additional Web Addresses



**On a scale of A+ to F**  
 Reason for Rating  
 BBB Ratings System Overview

BBB Business Reviews may not be reproduced for sales or promotional purposes.

### BBB Accreditation

Laptop & Desktop Repair, LLC is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

### Reason for Rating

BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that *lowered* Laptop & Desktop Repair, LLC's rating include:

- 771 complaints filed against business
- 22 complaints filed against business that were not resolved.

Factors that *raised* Laptop & Desktop Repair, LLC's rating include:

- Length of time business has been operating.
- Response to 771 complaint(s) filed against business.
- BBB has sufficient background information on this business.

### Customer Complaints Summary

[Read complaint details](#)

771 complaints closed with BBB in last 3 years | 581 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	70
Delivery Issues	8
Guarantee / Warranty Issues	1
Problems with Product / Service	692
Billing / Collection Issues	0



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100              Phone: 702-486-3420  
 Fax: 775-684-1108                  Fax: 702-486-3768

[www.ag.nv.gov](http://www.ag.nv.gov)

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
[Stamp here]

10/27/14  
9:17

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

**SECTION 1.**

**COMPLAINANT INFORMATION**

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Martin Greg

Last	First	MI	
<u>1300 Carmony St.</u>	<u>Collierville</u>	<u>TN</u>	<u>38017</u>
Address	City	State	Zip

Your Phone Number: 901.490.4407 901.624.7538 901.624.7539

Home	Cell	Work	Fax
------	------	------	-----

Email: tmartin1138@att.net Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

**BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST**

Business/Provider Name: Cash for iphones

Individual/Contact: Brian

Last	First	Job Title (Example: CEO)	
<u>84 Coney Island Dr.</u>	<u>Sparks</u>	<u>Nevada</u>	<u>89431</u>
Address	City	State	Zip

Individual/Business Phone: \_\_\_\_\_

Work	Mobile	Fax
------	--------	-----

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: \_\_\_\_\_

**SECTION 2.**

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? BBB of Northern Nevada

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

The company Cash For Iphone quoted me a price of \$267.00 for my used Apple Iphone 5. The phone is in great condition with absolutely no hardware or software issues. I sent my phone in to the company to be inspected and, after they inspected the phone, Cash For Iphones sent me a check for \$40.00. I believe this is fraudulent activity. If Cash For Iphones was unable to hold to their quote, I should have been contacted in order to decide whether I wanted to continue with their service. Also, after committing this fraudulent activity, Cash For Iphones has not been available for my questions or concerns. I have called and emailed Cash For Iphones numerous times and have been unable to reach them. With their lack of availability and their disregard of their own quote, I believe Cash For Iphones is a fraudulent company.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Greg Martin  
Signature  
10/16/2014  
Date (mm/dd/yyyy)

Greg Martin  
Print Name

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

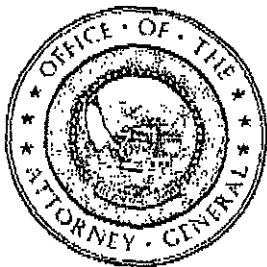
**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other





**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

[www.ag.nv.gov](http://www.ag.nv.gov)

*For official use only:*

Received by \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BOP  GI  
 IFU  OML  MFU  
 MFCU  FIU  WCFU  
(Stamp here)

08  
10/20/14  
7:39  
8:15

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

**SECTION 1.**

**COMPLAINANT INFORMATION**

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Burruss Alan W

Last First MI

Your Address: 112 Elm Street Pounding Mill VA 24637

Address City State Zip

Your Phone Number: 276-971-0724 Same Same

Home Cell Work Fax

Email: b.alan35@yahoo.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

**BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST**

Business/Provider Name: eCycleBest.com

Individual/Contact: N/A

Last First Job Title (Example: CEO)

Individual/Business Address: 84Coney Island Road Sparks NV 89431

Address City State Zip

Individual/Business Phone: 775-552-3203 888-821-1143

Work Mobile Fax

Individual/Business Email: sales@cash4laptops.com

Individual/Business Web Site: www.cashforiphones.com

**SECTION 2.**

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy). \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

Got online quotes for two 4s iphones 16g first week of October 2014 was quoted \$123.00 ea. in excellent condition which mine were, had been in otterbox cases since new. October 24, 2014 there was \$38.00 deposited in my paypal account for both phones. I have called 7 times and told operator i did not want to sell for that price have been transferred to "purchasing" I have spent 2-3 hours on hold in two days. i have emailed on their site with no response. I feel this is deceptive, unethical at least if not dishonest

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint) No originals. Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

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I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*Alan W. Burren*

Alan W. Burren

Signature

Print Name

10/27/2014

Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

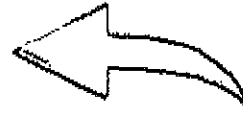
- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



84 Coney Island Dr  
Sparks, NV 89431  
1-888-821-1143

# Packing Slip

**IMPORTANT**  
Send this Packing Slip  
back with your device.



<b>Order Date:</b>	09/29/14
<b>Name:</b>	Alan Burress
<b>Address:</b>	112 ELM ST
<b>City, State, Zip:</b>	Pounding Mill, VA 24637
<b>Phone:</b>	276-971-0724
<b>Email:</b>	b.alan35@yahoo.com
<b>Shipment Number:</b>	241193
<b>Device(s):</b>	Apple iPhone 4S 16GB Other Carrier



**IMPORTANT!** Before mailing your device, please make sure you **TURN OFF** the **Find my iPhone** feature.

Learn how to switch off this setting here:

[www.ecyclebest.com/faq/find-my-iphone](http://www.ecyclebest.com/faq/find-my-iphone)

Turning off **Find my iPhone** helps the buyer inspect your device faster which means you get paid sooner.

Burress, Alan

479931

316175





84 Coney Island Dr  
Sparks, NV 89431  
1-888-821-1143

# Packing Slip

**IMPORTANT**  
Send this Packing Slip  
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<b>Order Date:</b>	09/29/14
<b>Name:</b>	Alan Burress
<b>Address:</b>	112 ELM ST
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<b>Email:</b>	b.alan35@yahoo.com
<b>Shipment Number:</b>	241193
<b>Device(s):</b>	Apple iPhone 4S 16GB Other Carrier



**IMPORTANT!** Before mailing your device, please make sure you **TURN OFF** the **Find my iPhone** feature.

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*www.cashforiphones.com*

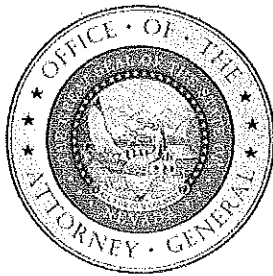
Burress, Alan

479931

316175



10/27/14  
3:27



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100              Phone: 702-486-3420  
 Fax: 775-684-1108                  Fax: 702-486-3768

[www.ag.nv.gov](http://www.ag.nv.gov)

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
(Stamp here)

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Moore                      Albert                      E

Last                      First                      MI

Your Address: 3731 W Pine Brook Way              Houston                      TX                      77059

Address                      City                      State                      Zip

Your Phone Number: 713-301-6760

Home                      Cell                      Work                      Fax

Email: aemoore@aol.com                      Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Laptop and Desktop Repair LLC

Individual/Contact: no last name given                      Mike

Last                      First                      Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Drive              Sparks                      NV                      89431

Address                      City                      State                      Zip

Individual/Business Phone: 888-821-1143

Work                      Mobile                      Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: www.cash4laptops.com

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I received an online quote for my iPhone 4s of \$157. I accepted the quote on October 10th, and was sent packaging to send my phone in for inspection. On October 18th, I received an email saying that the company had received my email and would send a quote in 5-6 business days. This morning October 24th (5 business days), I received an email that the company had sent a payment of \$12 to my paypal account. I phoned the company to request that they send the phone back. After waiting on hold for 57 minutes, I spoke with Mike. I asked for his last name, but he said he was the only Mike there. Mike informed me that the company sent an email on Monday October 21st, stating the price they were offering and that since I had not responded in 3 days, the account was closed and the payment sent. I never received the email. I had 4 other emails from the company. Somehow this one must have got caught in my spam folder. I checked the spam folder and there was no email. I seriously doubt it was ever sent. To try and appease my displeasure, Mike offered to make the offer \$25. I asked to speak to Mike's supervisor and was told that Brian would call, but he would say the same thing, and would not offer the \$25. Today, I have read numerous complaints on this company, and I feel the AG needs to address the fraudulent practices of this company.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.





A listing of emails received from CashForLaptops.

- October 10<sup>th</sup> – Thanks for accepting their offer and shipping materials are on the way.
- October 18<sup>th</sup> – They received the iPhone and I should be getting an offer in 5-6 business days
- October 24<sup>th</sup> 7:31 AM– They posted a payment of \$12 to my paypal account. My first knowledge of the offer
- October 24<sup>th</sup> 7:56 AM – an email to reset my password so I could try and figure out what happened.

I called at 9:00 AM CST (opened at 7:00 AM PST). Waited on hold for a total of 57 minutes

5 Results for "cashforlaptops" <span>Narrow Results</span> <span>X</span>				
<input type="checkbox"/>	FROM/TO	SUBJECT	DATE	FOLDER
<input type="checkbox"/>	Eric Moore	Re: Albert - Order 487814 Status: PayPal Payment Sent	8:03 am	Sent
<input type="checkbox"/>	CashForLaptops Family ...	Reset Password Request	7:56 am	Inbox
<input type="checkbox"/>	CashForLaptops Family ...	Albert - Order 487814 Status: PayPal Payment Sent	7:31 am	Inbox
<input type="checkbox"/>	CashForLaptops Family ...	Order 487814 Status: Your Device Has Been Received	Sat Oct 18	Inbox
<input type="checkbox"/>	CashForLaptops Family ...	Albert, You're 1 Step Away From Your Cash	Oct 10	Inbox



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.**

My complaint is:

Offered \$143 for my Iphone. Phone was in 100% working condition and in perfect condition. Not even a fingerprint visible, never mind a scratch. Company received phone and I got a confirmation email. Company had a problem initializing because of a setting. I received an email asking for my help. I remotely corrected it immediately and I received an email stating all is good.

After 5 days I called to ask what the status was and was told they were sending \$10 to my PayPal account. I asked for my phone back and was told they recycled it already and that was impossible. Asked why the phone was valued at \$10 and they said water damage. There was no water damage! The phone was in perfect working order and never had damage of any kind.

I asked why I was not contacted with their new estimate and told they sent an email. I never received the estimate email. Actually, they accused me of ignoring the email and swore they sent it out.

After arguing the point and being told I had no choice, they offered an additional \$30 for the phone. Knowing I had no choice and being told there was no one in the company to escalate this too as "No one wants to hear my complaint", I was told, I accepted the \$30. I had no choice. I was then told "THIS CALL IS BEING RECORDED SO I HAVE YOUR CONSENT!" I did not know I was being recorded.

Basically, they stole my phone for \$30.

### SECTION 4.

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.**


I have all emails sent

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature \_\_\_\_\_ Michael Tahan  
Print Name \_\_\_\_\_  
10/22/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

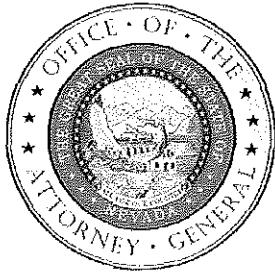
- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
Carson City, NV 89701              Las Vegas, NV 89101  
Phone: 775-684-1100                  Phone: 702-486-3420  
Fax: 775-684-1108                      Fax: 702-486-3768

www.ag.nv.gov

*For official use only*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
*(Stamp here)*

10/27/14  
3:21

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Shirley Daniel R  
Last First MI

Your Address: 7320 N Applegate Rd Grants Pass OR 97527-9443  
Address City State Zip

Your Phone Number: — (503) 779-7599 —  
Home Cell Work Fax

Email: DShirley@B@aol.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash for iPhones and/or Dave Kruch, Purchasing Department

Individual/Contact: Brian ? Customer Satisfaction Champion  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Drive Sparks NV 89431  
Address City State Zip

Individual/Business Phone: (775) 552-3203 (888) 821-1143  
Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: www.cashforiphones.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check  Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.  
 \_\_\_\_\_  
 \_\_\_\_\_

Have you contacted another agency for assistance?  Yes  No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
 If so, what is the attorney's name, address, and phone number?  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_ Last First Phone  
 \_\_\_\_\_ Address City State Zip  
 Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is: The company made an offer to purchase my iPhone 4s for \$83.00. I sent the phone via 1<sup>st</sup> Class Mail, postage paid, on July 20, 2014. It was delivered and accepted July 30, 2014. I received a check for \$5.00 with no explanation. I have continuously tried to get the \$78.00 balance OR have my phone returned. (via e-mail) I get responses to call customer service to solve the problem. (via e-mail) I found out after the fact that this company does this all the time. A phone call to customer service will result in being told the unit is damaged, defective, or that the unit was not worth as much as when quoted. They will not pay the original quoted price, will offer a lower amount, and will not return the phone. There are numerous review sites that will confirm this, Google search "Cash for iPhones reviews"

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

The reverse of the check is too light to scan. It has not been cashed. I have almost every e-mail to and from this company. I only copied the most recent reply.

From: CashForLaptops Family of Websites <support@cashforiphones.com>  
 To: DShirleySB <DShirleySB@aol.com>  
 Subject: Don't wait too long to get your \$83.00 ←  
 Date: Sun, Jul 27, 2014 6:28 pm

Hi Daniel,

This is a friendly reminder in case you haven't shipped your iPhone 4 16GB Verizon to us yet. Let us know if there are any shipping concerns that we can assist you with. Your convenience is our top priority.

If you need another copy of your prepaid shipping label, you can download it [here](#).

If you've already sent your device, thank you! We will contact you as soon as the inspection and evaluation are complete. Depending on the current volume we are processing, your device will be inspected within 5-6 business days after its arrival at our Nevada facility.

Did you know that we give away an iPad every month? You are qualified to join this exclusive raffle if you send us your device within 7 days of receiving the free shipping box that we sent. To qualify using your own box, you must mail your device within 7 days of receiving the online pre-paid shipping label. You can visit [this link](#) to learn more about this exciting promo.

We would love to include you in this month's draw! All you need to do is ship us your device today.

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

Your Transaction Summary

Brand	Apple
Model	iPhone 4 16GB Verizon
User ID	291246
Shipping Option	Send me packaging and pre-paid shipping label
Payment Option	Check
Sale ID	443739

copy



Search USPS.com or Track Packages

Quick Tools

Ship a Package

Send Mail

Manage Your Mail

Shop

Business Solutions

# USPS Tracking™



Customer Service >  
Have questions? We're here to help.

Tracking Number: **9321669932000002678394**

Updated Delivery Day: **Wednesday, July 30, 2014**

## Product & Tracking Information

## Available Actions

Postal Product:  
First-Class Mail®

Features:  
Merchandise Return Service

DATE & TIME	STATUS OF ITEM	LOCATION
July 30, 2014, 9:19 am	Delivered	SPARKS, NV 89431

Your item was delivered at 9:19 am on July 30, 2014 in SPARKS, NV 89431.

July 30, 2014, 8:30 am	Out for Delivery	SPARKS, NV 89431
July 30, 2014, 8:20 am	Sorting Complete	SPARKS, NV 89431
July 30, 2014, 5:09 am	Departed USPS Facility	RENO, NV 89510
July 30, 2014, 4:53 am	Arrived at Unit	SPARKS, NV 89431
July 30, 2014, 12:40 am	Arrived at USPS Facility	RENO, NV 89510
July 29, 2014, 7:44 am	Departed USPS Facility	MEDFORD, OR 97501
July 28, 2014, 7:29 pm	Arrived at USPS Origin Facility	MEDFORD, OR 97501
July 28, 2014, 4:01 pm	Departed Post Office	MURPHY, OR 97533
July 28, 2014, 2:20 pm	Acceptance	MURPHY, OR 97533

## Track Another Package

Tracking (or receipt) number

Track It

### LEGAL

Privacy Policy >  
Terms of Use >  
FOIA >  
No FEAR Act/EEO Data >

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Inspector General >  
Postal Explorer >  
National Postal Museum >



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# Laptop and Desktop Repair LLC

The gadget buying company  
84 Coney Island Dr.  
Sparks, NV , 89431



All of us serving you®



94-169-1212

8/7/2014

PAY TO THE ORDER OF Daniel Shirley

\$ \*\*5.00

Five and 00/100\*\*\*\*\*

DOLLARS

Daniel Shirley  
7320 N Applegate Rd  
Grants Pass OR 97527



*[Signature]*  
AUTHORIZED SIGNATURE

MEMO

⑈ 140425 ⑈ ⑆ 121201694⑆ 153752653235 ⑈

Laptop and Desktop Repair LLC

140425

Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
8/7/2014	Bill		5.00	5.00	8/7/2014	5.00
					Check Amount	5.00

\* Note: The back side of the check is too light to scan. It has not been cashed

US Bank (old) - 3235

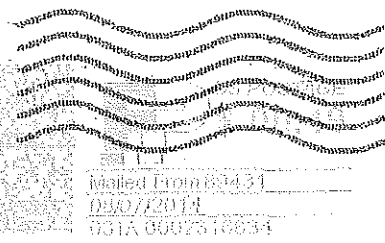
5.00



84 Coney Island Drive  
Sparks, NV 89431

RENO NV 895

07 AUG 2014 PM 3 L



*[Handwritten signatures and scribbles]*

*Quote of the Day*

"The sunshine of life is made up of very little beams that are bright all the time."

9752789443 R014



copy → received in envelope with check

# There's Cash Waiting For You Somewhere In Your House!

## It's time to go on a treasure hunt (for cash!)

Hi there! Now I know that in my house, I have around 44 drawers, 23 shelves and a bunch of large moving boxes. How about your place? I'm going to bet that your place isn't much different. If you're anything like me, you probably don't even quite remember what's in half of them; I'm also pretty sure you don't know there's **CASH** in some of them! In the average household there is anywhere between **\$500** and **\$1200** worth of **used or broken** electronics, gathering dust and losing value; all day, every day.

## The "can't do without" trend

The reason there's cash lying around in your house is that we're part of the "can't do without it" culture. When a new version of my phone comes out, I have to have it. A new tablet? Gimme! This is the reason I have so many gadgets; if I didn't know better, I'd have three times the amount strategically "forgotten" all over the place, and I'd be poorer for it!

Thankfully, I do know better. Folks sell me gadgets all day long; I've **paid out millions** to customers this year alone, and I know a used Smartphone (like the one you bought lovingly two years ago, and now lives at the bottom of your sock drawer) **can get you \$200 or more cash**. I know a broken laptop can get you the same.

## Landfill stinky or Green hands

The bottom line is that your forgotten gadget can end up in one of two places; in a landfill leaching toxins, or in the hands of someone who can properly (and safely) refurbish it. With the first option you get nothing but a guilty conscience (not everyone gets it), with the second you get cash and peace of mind. What do you chose? What if the green hands give you a lot of money for it and pay for the shipping too? Yes?

## What if...? I want to sleep tight!

The thing is all of our gadgets have personal information on them. The phone numbers of our nearest and dearest, a few years worth of tax returns, pictures of people with no pants on, hundreds of confidential emails and so on. In all seriousness though, who's going to send all of that information "somewhere?"

I will tell you, we are not "somewhere". Privacy is very important. No, stop. I used the wrong word here. Not just "important", it is paramount to preserving trust between our clients and us. All **private information** is **guaranteed** to be professionally erased before we part, melt, refurbish, or sprinkle your grinded device over our morning salads.

## The "do good" factor

Look good and feel great. Cashing in your old gadget is a true win-win. You get the money; help our planet by recycling right, and we all feel good about giving your old gadgets new life. You can pass our GIFT card to your friend and give them an opportunity to make extra cash. Remember, they will owe you for that!

## Yes! I want my money!

You loved it, you paid a lot of money for it. That day you got it, it was shiny new, smelled new, looked new, gave you happiness and excitement all over. You loved to look at it.

All that is in the past. Now this old device is just an unpleasant thought. Every time you think about it, you get mixed emotions: I paid too much for it, it looks used now, some functions don't work, and something is broken..... It's got to be worth something, but I won't make a decision to do anything about it, not now...

Well, now is the time. Feel excited about selling it right now; think what you will buy with that money. Feel excited again when you turn the cash into a new shiny something once again!

**PS: Think about it, what could you do with an extra \$500? Even better, what could you do with \$1200? All it takes is a few clicks of the mouse; go online, get an instant quote, and get **YOUR CASH!****



Dave Kruch, Purchasing Department

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Daniel R. Shirley  
Signature

Daniel R. Shirley  
Print Name

10/24/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

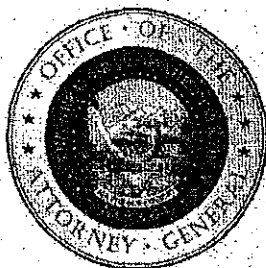
- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other: Internet Website



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108

555 E. Washington Ave., #3900 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3768

www.ag.nv.gov

*For official use only*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint No: \_\_\_\_\_

Case No: \_\_\_\_\_

Case Name: \_\_\_\_\_

Case Address: \_\_\_\_\_

Case City: \_\_\_\_\_

Case State: \_\_\_\_\_

Case Zip: \_\_\_\_\_

*Am 11.52  
10/22/14  
B.S.S*

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Booth Simon J  
 Last First MI

Your Address: 13805 Milwaukee St, Thornton, CO 80602  
 Address City State Zip

Your Phone Number: 3035218736 3036298306  
 Home Cell Work Fax

Email: sbooth@teliax.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cashforiphones or Cashforlaptops

Individual/Contact: Not given, Brian(first name), Purchasing Manager  
 Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Dt, Sparks, NV 89431  
 Address City State Zip

Individual/Business Phone: 888-821-1143  
 Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: www.cashforiphones.com

## SECTION 2.

Did you make any payments to this individual or business?  Yes--Continue to Next Question  No--Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
 If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

The company offers to buy back your old smartphone, iphone, etc...  
 They provide a quote - which to be fair is site unseen on their part. Using their website, a quote of up to \$367 was offered for my Iphone 5s.  
 I shipped my phone 10/14/2014. I emailed them 10/15/2014 to inform them I mailed my phone. I received an email from them 10/15/2014 stating they had received my phone and were in the process of evaluating the phone and to expect a payment within 5-6 days.

I received an email this morning (copy attached) from them saying they have processed a payment for \$54 for my phone. This is significantly less than the original amount quoted. I called them to ask for the return of my phone. Per the terms and conditions listed on their website I have 5 days to notify them of this request once I receive the offer (terms and conditions attached). They are also supposed to call - which again they never did - see Section F of terms and conditions. When I called them, 'Brian' said that they did in fact email me. I have never received any such email - I asked for a copy to be forwarded that included the headers to prove this - they are unable to do produce this email - they absolutely did not email me.

They are lying and being deceptive with their business practises and will not return my phone.

**SECTION 4.**


List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is not my private attorney, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does not represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
\_\_\_\_\_  
Signature

Simon Boesth  
\_\_\_\_\_  
Print Name

10/22/2014  
\_\_\_\_\_  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other

From: **Simon Booth** [sbooth@telix.com](mailto:sbooth@telix.com)  
 Subject: Re: Simon, There's still time for QUICK CASH. Send the package today.  
 Date: October 15, 2014 at 8:12 PM  
 To: CashForLaptops Family of Websites [support@cashforiphones.com](mailto:support@cashforiphones.com)

Hi Brian,

I mailed it back Monday so you should receive it by Friday

Simon Booth  
 Telix  
 Director of Business Development  
 Sent from my iPhone  
 Cell: 303-521-8736  
 Office: 303-629-8306  
[Sbooth@telix.com](mailto:Sbooth@telix.com)

On Oct 15, 2014, at 6:47 PM, CashForLaptops Family of Websites <[support@cashforiphones.com](mailto:support@cashforiphones.com)> wrote:

Dear Simon,

Don't miss out on the QUICK CASH that we have served for you. It's VERY IMPORTANT for you to send us your iPhone 5S 32GB Sprint TODAY!

- I put in a special request to our CASH RESERVE department to keep your account open.

Sometimes, the mail is slow. So I always follow up with my customers to make sure they have sent the package to us.

- Just in case you've already sent the package.....

We always scan the shipping label immediately upon receipt of your device. Call me at 1-888-821-1143 if you have shipped the package so we can track it.

- If you haven't sent us your shipping package yet, MAIL YOUR DEVICE TODAY! There's still time to get your QUICK CASH.

It's fast. It's easy. And you've got a choice of shipping methods:

- a) Give the shipping package to your US Postal Carrier
- b) Drop off the shipping package to the nearest US Post Office
- c) EASIEST WAY: Schedule a FREE pick-up using the link below:

**>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!<<<<**

**YOUR CASH IS STILL WAITING. But it won't wait forever. DON'T MISS OUT!**

*Your Countdown to Cash is ON! Don't delay.*

- If you have any questions – call me at 1-888-821-1143
- I have told our CASH PAYMENT SPECIALISTS that you are shipping right away, and to keep your CASH allocation ready

**Our Frequently Asked Questions are very helpful. See below>>>**

Send back your shipping packaging today. QUICK CASH won't be available forever.

My Very Best Regards,

**Brian**  
 Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
 Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
 eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**Frequently Asked Questions:**

- Will you erase all my data from my device?

First, make sure you have copied all of your important data on to another hard drive in your home. Then send your device to us for your

CASH! As soon as we receive your device, our Technical Department performs a complete ERASE and REFORMAT of your device's hard drive. The privacy of your data is guaranteed.

• **What do I need to send besides the device?**

Just the adaptor/charger. Don't worry about sending the manuals, CDs or instruction manuals.

• **How soon do I get my cash?**

In most transactions, THE VERY NEXT DAY! Wow, isn't that fast? We can pay you through your PayPal account or mail a check directly to you.



10/22/2014

Terms and Conditions in Selling iPhones to CashforiPhones

1-888-821-1143



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Questions? 1-888-821-1143

7am to 4pm PST Mon - Fri

Like 1.1k Follow 8+1 0

Sell iPhone How It Works About Us Reviews

My Account Contact Us

Sell Your iPhone by: MODEL | CONDITION | CARRIER Learn More About: iPhone Recycling | Buy Back Programs | Trade-In's

Home > Terms And Conditions

## Terms & Conditions

Basic Information about Cash for iPhones and the General Terms and Conditions



The Original  
CashForLaptops business  
since 2002

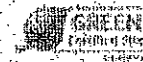
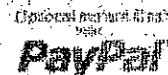
### Basic Information

A. Quotes presented on the website. All such initial quotes are qualified and pending our evaluation of your your laptop, smartphone, tablet PC, or any other electronic device (hereinafter referred to as "device"). No binding offer is made until we have had a chance to inspect the device that you send to us. We reserve the right to refuse to offer to purchase any item that you send us for any reason we deem, in our sole discretion, to be sensible. You must send us your device within the time period stated herein. All amounts are paid by company check or PayPal transfer and mailed to the address you provide to us during the quote process. This usually takes one business day from the date on which your device arrives and is inspected at our facility unless we need to speak to you directly about the offer we wish to make.

*It was very simple selling my iphone. It was a very convenient process and good money was paid back for it.*

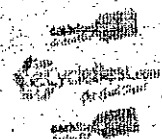
- Dianne F.

B. You agree to ship your device within 7 days of receiving the protective packaging. Delay in shipping may negatively affect the determination of value of the device. We determine the value of your device based on our systematic analysis of such devices and the current marketplace. Many factors are taken into consideration, such as the age of the device, the manufacturer and model of the device, the wear and tear apparent on the device, whether the device is usable and or intact in nature and other elements that would affect its resale value or costs of repair to the device. If we decide not to purchase the device, you will be given the option of allowing us to recycle the device but you will not receive any payment for the device. You must appropriately package the device you send us in order to protect it from harm during the shipping process. You are solely responsible for any harm that comes to the device you send us if you fail to appropriately package the device prior to sending it.



C. Sending your item to us. You are solely responsible for the risk of loss or damage of/to your property while it is being shipped to us and while it is shipped from us to you, should we return the item to you.

D. Data Removal. We will endeavor to remove any data upon your hard drive or other media storage of your device and may reformat the drive in order to do so. However, we cannot guarantee that all personally identifiable data or other sensitive or security related information will be removed from your drive or other memory devices by us. Accordingly, you should remove any such information from your device before you send it to us. You agree to hold us harmless and indemnify us from any loss or injury resulting from your failure and our failure to remove such information prior to reselling or recycling the device that you send. We are not responsible for any loss suffered by you due to any data that is not erased from the device and becomes available to any third party subsequent to our final disposition of your device. Remember to make all necessary backups or transfer of data from your device before you send it if you wish to keep or reuse any data that is stored on your device.



E. Should you be given a quote via our website AND we, upon inspection of your device, agree to pay you that quoted amount, you are legally and contractually bound to sell us such device for the price quoted via the website once you have shipped the device to us.



F. Should we, upon inspection of your device, decide to offer you a lower price than originally quoted, you will have five days to either accept or reject that new price quote. If you accept the price quote within five days we will send you your payment within five days thereafter. If you reject the price quote prior to the elapsing of five days, we will return your laptop or device to you within five days thereafter. If you fail to either accept or reject the new offer within the five days, we will call you each business day, Monday through Friday, for 30 days and e-mail you each week during such 30 days to ascertain your acceptance or rejection and process your device within the timeframes set forth above. IF WE ARE UNABLE TO CONTACT YOU AND YOU FAIL TO CONTACT US WITHIN THESE 30 DAYS, YOU WILL BE DEEMED TO HAVE ACCEPTED THE NEW QUOTE AND WE WILL HAVE PURCHASED YOUR DEVICE FOR THE NEW PRICE QUOTED AND SEND YOU PAYMENT WITHIN FIVE DAYS OF THE ELAPSE OF THE 30 DAYS. In all cases where you request the return of your device, such device will be returned free of charge.

Updating your information and email communication preferences: We want to communicate with you only if

10/22/2014

## Terms and Conditions in Selling iPhones to CashforiPhones

you want to hear from us. If you prefer not to receive information from us, please let us know by calling us FREE at 888-821-1143 or by sending us an Email to [info@cashforiphones.com](mailto:info@cashforiphones.com). Please be sure to include your Email address, full name, and specifically what information you do not want to receive. Please note that sometimes these requests may take up to 1-2 weeks to be effective. In addition, when you sell your electronics to us online, we may need to contact you via phone, Email or mail to address questions or issues specific to your order, or with a promotional offer. If you would like to opt out of any further communication after completion of the principal transaction(s), please use the opt out link in the email message sent to you or contact us via email including your Email address, full name, and specifically what information you do not want to be receiving from us in the future. If you would like to update or correct your Email address, street address or other personal information with us please contact us either by phone or email.

G. Lawful Sales Only. By agreeing to these terms and conditions and by shipping your device to us, you certify that you are the legal owner of the device that you send. You must own the right, title and all legal interest in the device you send us. Your sale and or shipment of any such item must not violate any law, regulation or statute of any jurisdiction. You may not unlawfully transfer or encumber any intellectual property, trademark, copyright, patent, software, license or other legal right or restriction via your shipping or selling of the shipped item. The item you ship must be free of all legal restrictions that would affect the value of the item, restrict your legal right to transfer ownership of the item (including the item itself, software present on the item, or hardware on or inside the item). You must refrain from violating any export laws or restrictions. The item you send (including all related materials, software and add on hardware) may not be counterfeited, stolen, or contain harmful or offensive content of any nature. You agree to hold us harmless and indemnify us from any and all loss of any nature, including fees, costs, judgments, liens and reasonable attorney's fees, arising from any threatened or actual legal action should you violate this term and condition of this Agreement.

H. Failure to Return Product or Contents Thereto. Under certain limited circumstances, at no fault of ours, we may not be able to return your item and you agree to hold us harmless from any loss regarding our failure, when outside of our control, to return your device to you. We will never under any circumstance duplicate or return any software or data contained on your device.

I. Legal title of your device passes to us when we agree to pay you the originally quoted amount as shown on our website, you agree to accept a lower offer that we make to you or we send you payment after 30 days has elapsed without being able to make contact. All payments are sent as established by our normal course of business. If we do not agree to accept your product by way of purchase or as a machine to be recycled, then title does not pass to us. Title for all devices accepted for recycling passes to us when you agree to allow the device to be recycled. All decisions about whether or not we purchase your device and for what dollar amount are final. Any offer to purchase your device that we make is a non-transferable offer and also expires if not accepted by you in a timely manner, as described herein. At any time we may decide, without prior notice, to discontinue purchasing any particular or all items.

J. Errors. Should we make a material error in any representation of facts, information or offers to you, your sole recourse is to request the return of the item that you have sent to us. Your ability to request the return of the item elapses upon your receipt of the payment we issue for your item. In the event that you elect to cancel the transaction prior to receiving our payment, we will return the item to you upon your request.

**General Terms and Conditions**

A. Entire Agreement. No Waiver. This Agreement constitutes the entire agreement between the parties. Captions are used only as a matter of convenience and have no legal import. No waiver by us regarding any breach or default shall be deemed to be a waiver of any preceding or subsequent breach or default. Our website or other publications and communications may contain errors. We reserve the right to correct any errors in writing or orally with you.

B. Modification. We reserve the right to modify this Agreement at any time without giving you prior notice. Your use of our website, any of our tools and services, following any such modification constitutes your agreement to follow and be bound by the Agreement as modified. The last date these Terms of Service were revised is set forth below. Terms and conditions modifying the Agreement are effective immediately upon publication.

**THESE TERMS AND CONDITIONS ARE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH NEVADA LAW, AND NO CONFLICT OF LAWS OR PROVISIONS OF ANY JURISDICTION WILL APPLY TO THESE TERMS AND CONDITIONS. BY CLICKING ON THE "ACCEPT" BUTTON BELOW, YOU AGREE THAT ANY ACTION AT LAW OR IN EQUITY ARISING OUT OF OR RELATING TO THESE TERMS AND CONDITIONS WILL BE FILED ONLY IN STATE OR FEDERAL COURT LOCATED IN RENO, NEVADA AND YOU HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENT AND SUBMIT TO THE EXCLUSIVE JURISDICTION OF SUCH COURTS OVER ANY SUIT, ACTION, OR PROCEEDING ARISING OUT OF THESE TERMS AND CONDITIONS.**

We strive to make every transaction fast and easy! Should you have any questions regarding these terms and conditions, please do not hesitate to call us at 1-888-821-1143 or email us at [info@cashforiphones.com](mailto:info@cashforiphones.com) or use our [Contact Us](#) page.

10/22/2014

Terms and Conditions in Selling iPhones to CashforiPhones

**Sell Your iPhone by Model**

- iPhone 4
- iPhone 4s
- iPhone 5
- iPhone 5s
- iPhone 5c

**Sell Your iPhone by Condition**

- New iPhone (out of the box)
- Old iPhone (barely used)
- Used iPhone (not damaged)
- Damaged iPhone (not broken)
- Broken iPhone (still works)
- Dead iPhone (not working)

**Sell Your iPhone by Carrier**

- AT&T
- Boost Mobile
- Cricket
- MetroPCS
- Sprint
- Verizon
- Other Carrier
- Unlocked

**Other Resources**

- Help/FAQ
- Blog
- Resources
- Press

[Terms and Conditions](#) [Privacy](#) [Site Map](#)

Copyright © 2002 - 2014 [CashForiPhones.com](#)



From: **CashForLaptops Family of Websites** support@cashforiphones.com  
Subject: Order 476146 Status: Your Device Has Been Received  
Date: October 15, 2014 at 11:01 AM  
To: sbooth@telix.com

---

Dear Friend Simon,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**From:** Simon Booth [sbooth@telix.com](mailto:sbooth@telix.com)  
**Subject:** Re: Simon - Order 476146 Status: PayPal Payment Sent  
**Date:** October 22, 2014 at 6:50 AM  
**To:** CashForLaptops Family of Websites [support@cashforiphones.com](mailto:support@cashforiphones.com)

I do not accept the valuation of my phone. Please return my phone asap

Simon Booth  
Telix  
Director of Business Development  
Sent from my iPhone  
Cell: 303-521-8736  
Office: 303-629-8306  
[Sbooth@telix.com](mailto:Sbooth@telix.com)

On Oct 22, 2014, at 6:17 AM, CashForLaptops Family of Websites <[support@cashforiphones.com](mailto:support@cashforiphones.com)> wrote:

Dear Simon,

Thank you for recycling your Apple iPhone 5S 32GB Sprint!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: [sbooth@telix.com](mailto:sbooth@telix.com)

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

From: LDR LLC via PayPal member@paypal.com  
Subject: You have MONEY from Cash4laptops & eCycleBest  
Date: October 22, 2014 at 6:12 AM  
To: sbooth@telix.com



**LDR LLC sent you \$54.00 USD**

Hello sbooth@telix.com,

Just thought you'd like to know LDR LLC sent you \$54.00 USD.



Once the money's there you can:



Spend the money online at thousands of stores that accept PayPal.



Transfer it to your bank account (takes 2-3 days).



Get a PayPal Debit MasterCard.

**Button not working?**

To claim your money, sign up for an account using this email address: sbooth@telix.com. If you already have a PayPal account, just add this email address to it.

When that's done - and you've confirmed your email address - this payment will show up in your PayPal account.

**Sender Information**

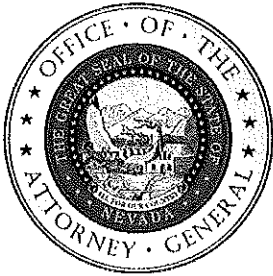
LDR LLC  
sales@cash4laptops.com  
888-821-1143

[Help Center](#) | [Resolution Center](#) | [Security Center](#)

Please don't reply to this email. It'll just confuse the computer that sent it and you won't get a response.

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PayPal Email ID PP1547 - 7c85a8ca47c62



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100              Phone: 702-486-3420  
 Fax: 775-684-1108                  Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
 (Stamp here)

08  
10/15/14  
2:28

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

**SECTION 1.**

**COMPLAINANT INFORMATION**

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: BRAUTMAN LEE R  
Last First MI

Your Address: 4288 Ensenada Drive Woodland Hills CA 91364  
Address City State Zip

Your Phone Number: (81) 464-6907  
Home Cell Work Fax

Email: brautman@earthlink.net Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

**BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST**

Business/Provider Name: cashforiphones.com

Individual/Contact: \_\_\_\_\_  
Last First Job Title (Example: CEO)

Individual/Business Address: \_\_\_\_\_ Nevada  
Address City State Zip

Individual/Business Phone: (888) 821-1143  
Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: www.cashforiphones.com

**SECTION 2.**

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3







Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Questions? 1-888-821-1143

7am to 4pm PST Mon - Fri

Like <1.1k Follow 841 <7

1-888-821-1143

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My Account Contact Us

Sell Your iPhone by: MODEL | CONDITION | CARRIER

Learn More About: iPhone Recycling | Buy Back Programs | Trade-In's

Home ▶ Estimator

# Instant Quote for Apple iPhone 5 32GB ATT

The Original  
CashForLaptops business  
since 2002

Select Your Model and Get An Instant Quote

## 1 Search & Find Your Device

## 2 See Your Quote

### My iPhone:

- Powers on and works fine **OR**  Does Not Power On
- Has a Damaged or Defective Screen
- Has a Bad Battery

Depending on its condition,  
we can pay you as much as

# \$263

see terms and conditions

Working or Not Press Continue to Proceed to final step

**Add Another Device** ▶ **Continue** ▼

Laptop, Smartphone, Tablet

## My Cashbox

[Sell now](#)

### Your Quote:

iPhone 5 32GB ATT  
\$263 Remove

### Total Quote:

# \$263

[Add Another Device](#)

## 3 Request FREE, prepaid, protective packaging

### What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

### Sell Your iPhone by Model

- iPhone 4
- iPhone 4s
- iPhone 5
- iPhone 5s
- iPhone 5c

### Sell Your iPhone by Condition

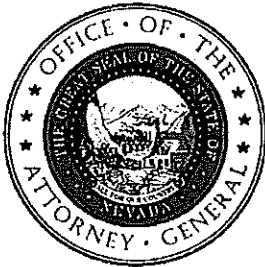
- New iPhone (out of the box)
- Old iPhone (barely used)
- Used iPhone (not damaged)
- Damaged iPhone (not broken)
- Broken iPhone (still works)
- Dead iPhone (not working)

### Sell Your iPhone by Carrier

- AT&T
- Boost Mobile
- Cricket
- MetroPCS
- Sprint
- Verizon
- Other Carrier
- Unlocked

### Other Resources

- Help/FAQ
- Blog
- Resources
- Press



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*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
(Stamp here)

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

**SECTION 1.**

**COMPLAINANT INFORMATION**

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Mueller                      Miles                      C.

Last	First	MI
Your Address: <u>2711 Woodley</u>	<u>San Antonio</u>	<u>TX</u> <u>78232</u>
Address	City	State                      Zip

Your Phone Number: 210-776-3067                      210-776-3067                      210-353-6318

Home                      Cell                      Work                      Fax

Email: edr38super2010@gmail.com                      Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

**BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST**

Business/Provider Name: Laptop and desktop repair, LLC

Individual/Contact: Kruchinin                      Vadim                      President/CEO

Last	First	Job Title (Example: CEO)
Individual/Business Address: <u>84 Coney Island Drive</u>	<u>Sparks</u>	<u>NV</u> <u>89431</u>
Address	City	State                      Zip

Individual/Business Phone: 1-888-821-1143                      (775) 825-5580

Work                      Mobile                      Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: http://www.cash4laptops.com

**SECTION 2.**

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? None

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I receive an offer for \$85 for my used iPhone 4 from this company on or about 9/22/2014, they sent me a box for shipping. I sent the phone to them with all of the accessories and documentation minus the earphones. A few days later I received an email from the company stating that I was only receiving \$13.00 for my phone. When I called and spoke to an operator to inquire as to why they were giving me such a small amount, the operator informed me that he looked at the "inspection report" and it detailed that I had not included any accessories with the phone and that the phone had chips in the outer glass display, etc. to which I told the operator was completely untrue. He continued to disagree with me, at which point I said please send me my phone back, I decline to sell it to you. The operator then told me that this was not possible that the phone had already been "processed". Looking at this companies' facebook page and searching online reveals that there are hundreds of complaints about this company and the way they do business, so I am not alone, in my opinion this company routinely engages in less-than-honest business practices.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.





How much did the company/individual ask you to pay? None

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

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**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

 10/13/2014 Miles C. Mueller  
Signature Print Name  
10/13/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

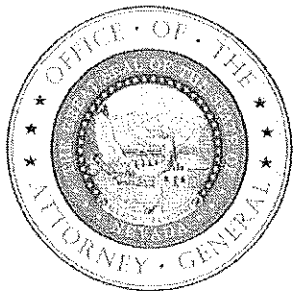
- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
(Stamp here)

10/2/14  
3158

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

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## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Beckendorf Frank W  
Last First MI

Your Address: P O Box 6823  
Address City State Zip

Your Phone Number: 3256688311 Abilene TX 79608  
Home Cell Work Fax

Email: fbecke@yahoo.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash for Laptops

Individual/Contact: Kruchinin, Vadim  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Drive Sparks, NV 89431  
Address City State Zip

Individual/Business Phone: 888-821-1143  
Work Mobile Fax

Individual/Business Email: support@cashforlaptops.com

Individual/Business Web Site: \_\_\_\_\_

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3



How much did the company/individual ask you to pay? Company agreed to pay me 303.00 through several emails.

Date(s) of payments (mm/dd/yyyy): 09/29/2014

How much did you actually pay? \$ 280.00 Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): Email

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Several calls were made 9/29/2014 to get the balance of 280.00 or my device back. I contracted with this company to pay me 303.00 for a used iPhone 5. This was reiterated through several emails. Today, I received 23.00.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint.** You may use additional sheets if necessary.

My complaint is:

I agreed to sell a used iPhone 5 to this company for 303.00 - which was what it offered me. I received a check for 23.00 today. When I called I was told all kinds of untrue things that centered around an Apple tech saying the phone was scratched, separated, etc. It was not. It was in an Otterbox since day one. Pristine condition.

I called the company today and demanded the balance of what was promised and was told that it could not do that. I then asked for my device back and was told that could not be done, also.

Later, I noticed over 600 similar complaints with the BBB involving this company and it became obvious to me that this company operated under fraud and deceit. I want my remaining money and I want this company investigated.

### SECTION 4.


**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

## SECTION 5.

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature  
9/29/14  
Date (mm/dd/yyyy)

Frank Beckendorf  
Print Name

## SECTION 6. (Optional)

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip
Is court action pending? <input type="checkbox"/> Yes <input type="checkbox"/> No	Have you lost a lawsuit in this matter? <input type="checkbox"/> Yes <input type="checkbox"/> No		

**SECTION 3.**

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint.** You may use additional sheets if necessary.

My complaint is:

ALL POTENTIAL CASH For LAPTOPS CUSTOMERS -- BE ADVISED AND WARNED !

This company should be put out of business immediately and prosecuted for bait and switch advertising, if not outright theft. I received a quote of \$60 for my non-working Iphone 4s and after continual delays amounting to 3 weeks, without any contact or agreement from me, was issued a payment of \$9. They pretend to be an efficient and helpful online company, but based on my experience, and the reviews here, they are intentionally victimizing their customers. And forget the customer service line -- I had a feeling I'd be on hold for a lengthy time and waited 19 minutes before I hung up. What a shabby and larcenous outfit. Those Cash For Laptop employees that are still honest should drop their work and exit the door.

I've refunded their \$9 dollars, asked for my phone back, and don't really expect to see it again. Yet another complaint filed with the Nevada Attorney General.

**SECTION 4.**

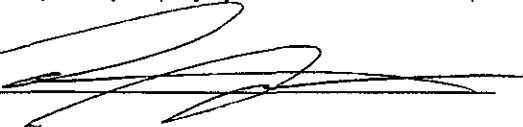
**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

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I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Signature  Print Name MARK MONTGOMERY  
Date (mm/dd/yyyy) Sept 13-14

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

- |   |   |                                       |
|---|---|---------------------------------------|
| <b>I am (mark all that apply):</b>                                  | <b>Ethnic Identification:</b>                           | <b>Primary Language:</b>              |
| <input type="checkbox"/> Income below federal poverty guideline     | <input type="checkbox"/> White/Caucasian                | <input type="checkbox"/> English      |
| <input type="checkbox"/> Disaster victim                            | <input type="checkbox"/> Black/African American         | <input type="checkbox"/> Spanish      |
| <input type="checkbox"/> Person with disability                     | <input type="checkbox"/> Hispanic/Latino                | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Medicaid recipient                         | <input type="checkbox"/> Native American/Alaskan Native |                                       |
| <input type="checkbox"/> Military service member                    | <input type="checkbox"/> Asian/Pacific Islander         |                                       |
| <input type="checkbox"/> Veteran                                    | <input type="checkbox"/> Other: _____                   |                                       |
| <input type="checkbox"/> Immediate family of service member/veteran |   |                                       |

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**  
 Yes  No

- How did you hear about our complaint form (please choose only one):**
- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office  
 Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website  
 AG Social Media Sites  Media: Newspaper/Radio/TV  Other

1-888-821-1143

Questions? 1-888-821-1143

7am to 4pm PST Mon - Fri

Like Follow

My Account Contact Us



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Sell iPhone How It Works About Us Reviews

Sell Your iPhone by: MODEL | CONDITION | CARRIER

Learn More About: iPhone Recycling | Buy Back Programs | Trade-In's

Home ▶ Estimator

# Request FREE, prepaid, protective packaging

The Original  
CashForLaptops business  
since 2002

Select the Your Model and Get An Instant Quote

Search & Find Your Device

See Your Quote

## My Cashbox

[Sell now](#)

### Your Quote:

iPhone 4S 32GB Other Carrier  
\$60 Remove

### Total Quote:

# \$60

[Add Another Device](#)

## Request FREE, prepaid, protective packaging

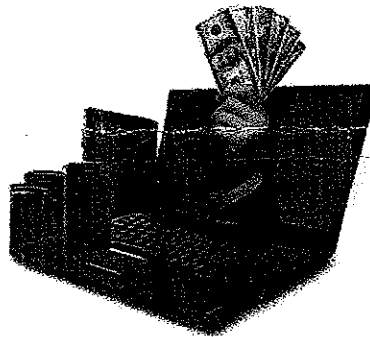
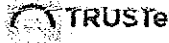
First Name Last Name

Email

Phone

Address

City State Zip



### Payment Options

#### Instant Cash

We'll cover the PayPal fee so you get more savings! Payment is electronically sent the next business day.

#### Company Check

Immediately issued the next business day. Receive the payment for your device in 2-5 business days via USPS First Class Mail.

### Shipping Options

#### Send me a box

Includes protective packaging and prepaid shipping label at no extra cost. The most convenient option if you don't have a box for your device.

#### Use my own box

Print the prepaid shipping label and use your own box. The fastest option to get paid for your device!

I agree to the [Terms and Conditions](#)

Request Packaging Label &



## What's Next?

1. Complete the Sale of Device
2. Use Free Shipping Label with the Prepaid Cash
3. Speedy Cash!

Sell Your iPhone by Model

Sell Your iPhone by Condition

Sell Your iPhone by Carrier

Other Resources Help/FAQ



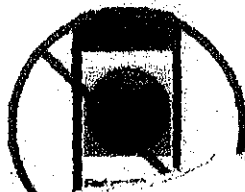
84 Coney Island Dr  
Sparks, NV 89431  
1-888-821-1143

# Packing Slip

**IMPORTANT**  
Send this Packing Slip  
back with your device.



<b>Order Date:</b>	08/15/14
<b>Name:</b>	mark montgomery
<b>Address:</b>	4705 SE ALDERCREST RD
<b>City, State, Zip:</b>	Portland, OR 97222
<b>Phone:</b>	503-830-9592
<b>Email:</b>	vehiculardreams@gmail.com
<b>Shipment Number:</b>	221161
<b>Device(s):</b>	Apple iPhone 4S 32GB Other Carrier



**IMPORTANT!** Before mailing your device, please make sure you have backed up your data.

From: Administrator <vehiculardreams@gmail.com>  
Subject: **Re: Urgent: Action Needed Concerning Your Trade-In iPhone 4S**  
Date: September 2, 2014 8:38:16 AM PDT  
To: CashForLaptops Family of Websites <support@cashforiphones.com>

Ann --

This seems to be taking an usually long time. Where are we at?

Mark

On Aug 27, 2014, at 6:48 AM, CashForLaptops Family of Websites wrote:

Dear mark

Thank you for your email. I have sent a message to our warehouse to return your device to inspecting. It normally takes 24-48 hours to recheck your device. Once inspection of your device has been completed, we will issue your payment the following business day.

Respectfully,

Ann

Customer Service

888-821-1143

Hours of operation: Mon-Fri, 7 a.m. to 4 p.m. PST

[www.CashforLaptops.com](http://www.CashforLaptops.com)

[www.CashforiPhones.com](http://www.CashforiPhones.com)

[www.CashforSmartPhones.com](http://www.CashforSmartPhones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!



From: Administrator <vehiculardreams@gmail.com>  
Subject: **Re: Urgent: Action Needed Concerning Your Trade-In iPhone 4S 32GB Other Carrier!**  
Date: September 4, 2014 11:16:00 AM PDT  
To: CashForLaptops Family of Websites <support@cashforiphones.com>

Find my iPhone has been disabled. Contact me if anything else needed. Mark  
On Sep 3, 2014, at 10:20 AM, CashForLaptops Family of Websites wrote:

Dear mark,

Our inspectors are stuck, and we have a serious problem with your device !

**BUT YOU CAN HELP !**

We found that "find my iPhone" has been enabled on your device. As it stands now your device has ZERO resale value. We cannot proceed and you cannot get paid until we work together to resolve this.

It is very simple to resolve this issue. You can simply resolve this on your end by using instructions below.

1. Sign in to [icloud.com/#find](https://icloud.com/#find) with your Apple ID (the one you use with iCloud).

If you're using another iCloud app, click the app's name at the top of the [iCloud.com](https://icloud.com) window, then click Find My iPhone.

2. Click All Devices, then select the device.
3. Click Erase device, then enter your Apple ID password. Because the device isn't lost, don't enter a phone number or message.

If the device is offline, the remote erase begins the next time it's online. You'll receive an email when the device is erased.

4. When the device is erased, click Remove from Account.

All your content is erased and someone else can now activate the device.

Just respond to this email with your confirmation **AFTER** you have *disabled* the "find my iPhone" feature.

We are looking forward to getting you paid! Please help us ASAP !

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Subject:** mark - Order 456396 Status: PayPal Payment Sent  
**Date:** September 11, 2014 9:04:46 AM PDT  
**To:** vehiculardreams@gmail.com

Dear mark,

Thank you for recycling your Apple iPhone 4S 16GB Other Carrier!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.  
View your order and referral history  
Track your packages  
Update your personal information  
Reset your password  
View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: vehiculardreams@gmail.com

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

From: Administrator <vehiculardreams@gmail.com>  
Subject: **Refunded payment for Iphone**  
Date: September 12, 2014 9:35:22 AM PDT  
To: CashForLaptops Family of Websites <support@cashforiphones.com>

I have refunded \$9.00 from my Paypal account to CashForLaptops. You quoted \$60 in your ad for my iphone 4s and issued a payment of \$9.00. without my agreement. Please acknowledge this e-mail and return the phone to:

Mark Montgomery  
4705 SE Aldercrest Rd.  
Portland, OR 97222



- [Summary](#)
- [Activity](#)
- [Send & Request](#)
- [Wallet](#)
- [Shop](#)
- [Settings](#)
- [Help](#)
- [Log Out](#)

### Transaction Details

**Refund** (Unique Transaction ID # 36W02438DX268064T)  
 See related [6PM86890BN424972T](#)

Original Transaction						
Date	Type	Status	Details	Gross	Fee	Net
Sep 11, 2014	Payment From LDR LLC	<u>Refunded</u>	<a href="#">Details</a>	\$9.00 USD	\$0.00 USD	\$9.00 USD

Related Transaction						
Date	Type	Status	Details	Gross	Fee	Net
Sep 12, 2014	Refund	Completed	...	-\$9.00 USD	\$0.00 USD	-\$9.00 USD

**Business Name:** LDR LLC  
**Email:** [sales@cash4laptops.com](mailto:sales@cash4laptops.com)

#### Business Contact Information

**Customer Service URL:** <http://www.cash4laptops.com>  
**Customer Service Email:** [sales@cash4laptops.com](mailto:sales@cash4laptops.com)

**Customer Service Phone:** 888-821-1143

**Total amount:** -\$9.00 USD  
**Fee amount:** \$0.00 USD  
**Net amount:** -\$9.00 USD

**Date:** Sep 12, 2014  
**Time:** 09:26:08 PDT  
**Status:** Completed

**Subject:** You have sent \$9.00 USD to LDR LLC with PayPal  
**Note:** Refund from Mark Montgomery for Iphone 4s , 4705 SE Aldercrest Rd,



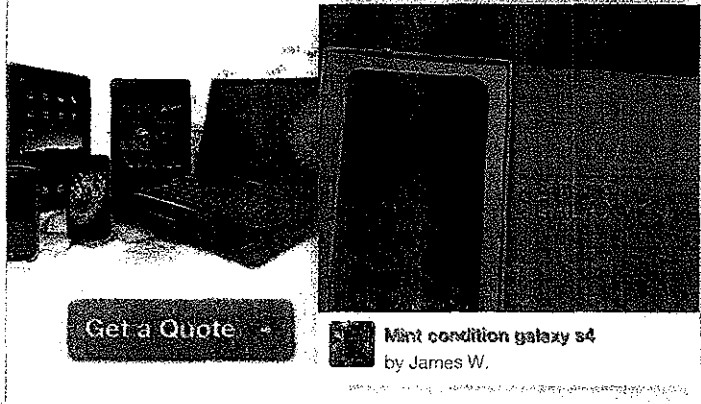
# Cash For Laptops

18 reviews [Details](#)

Recycling Center [Edit](#)

4900 Ampere Dr  
Ste 102  
Reno, NV 89502

Get Directions  
(877) 732-2318  
cashforlaptops.com



[See all 4 photos](#)

## Recommended Reviews

Yelp Sort [Date](#) [Rating](#) [Elites](#)

English 18

[Edit business info](#)  
[Work here? Claim this business](#)

Your trust is our top concern, so businesses can't pay to alter or remove their reviews. [Learn more.](#)

**Mark M.**  
Portland, OR  
0 friends  
1 review

9/12/2014

ALL POTENTIAL CASH For LAPTOPS CUSTOMERS -- BE ADVISED AND WARNED !

This company should be put out of business immediately and prosecuted for bait and switch advertising, if not outright theft. I received a quote of \$60 for my non-working Iphone 4s and after continual delays amounting to 3 weeks, without any contact or agreement from me, was issued a payment of \$9. They pretend to be an efficient and helpful online company, but based on my experience, and the reviews here, they are intentionally victimizing their customers. And forget the customer service line -- I had a feeling I'd be on hold for a lengthy time and waited 19 minutes before I hung up. What a shabby and larcenous outfit. Those Cash For Laptop employees that are still honest should drop their work and exit the door.

I've refunded their \$9 dollars, asked for my phone back, and don't really expect to see it again. Yet another complaint filed with the Nevada Attorney General.

Addendum: It is interesting to note that Cash For Iphones, which is the same company as Cash For Laptops, is a main advertiser on Yelp, showing up in a big rectangle ("You won't believe the prices..!") above this very review!

### Hours

### More business info

Accepts Credit Cards **Yes**

**Andrew B.**  
First to review

### People also viewed

**Get Cash For Laptop**  
4 reviews

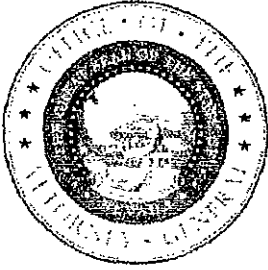
**Security Storage**  
1 review

**Western Exterminator Company**  
13 reviews

### Work Here? Claim this Business

- Respond to reviews and privately message customers
- Claiming is free, and only takes a minute

8  
9/16/14  
7:35  
117



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_  
Date Received: \_\_\_\_\_  
Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 NFOU  PIU  WCFU  
*(Select one)*

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Cheek Carol

Your Address: 528 Amherst Circle Perkasie PA 18944

Your Phone Number: 267-261-2268

Email: ccheek223@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Laptop & Desktop Repairs, LLC

Individual/Contact: \_\_\_\_\_

Individual/Business Address: 84 Coney Island Dr. Sparks NV 89431

Individual/Business Phone: 888-821-1143

Individual/Business Email: www.cash4laptops.com

Individual/Business Web Site: www.cashforphones.com, www.cashfordesktops.com, www.recyclebest.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check  Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.  
\_\_\_\_\_  
\_\_\_\_\_

Have you contacted another agency for assistance?  Yes  No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last First Phone  
Address City State Zip  
Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is: *I was quoted \$143.00 for my working no damage Verizon iphone 4s 16 GB white phone. Cash for iphones Sale 10 number 460684. I was paid only \$23.00 deposited in my Paypal account. After seeing what was deposited I emailed company - no response - called and called and called - no answer. If you look on BBB for this company you will see many complaints of the same. I filed with BBB of Nevada 9/10/2014. On 9/13/2014 I finally received a phone call from Melanie from cashforiphones. She said iphone 4s was lower value now because iphone 6 was out. I did this transaction beginning of Sept 2014 and iphone 6 wasn't out yet. There is so much to explain on this and case. con...*

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

*Order summary for sale - (now price is deleted from web site)  
BBB of Nevada complaint form*



Melanie offered me a total of \$80 for the iPhone. I told her I was quoted \$143.00. Finally I got her to give me another \$77 so I ~~was~~ received another \$77 in my Paypal acct. today Sep 15, 2014. Total I was paid was \$100.00. Still \$43.00 short of sale promised.

This company goes under a lot of different ~~names~~ names and every minute ~~is~~ are ripping people off. They NEED to be stopped ASAP.

If you look on BBB for Nevada you will see how people are being scammed.

**COMPLAINT ACTIVITY REPORT** Case # 11033062

**BBB Serving Northern Nevada**

**Consumer info:** Cheek, Carol  
528 Amherst Circle  
Perkasie, PA 18944  
267 261-2268 267 261-2268  
ccheek223@gmail.com

**Business Info:** Laptop & Desktop Repair, LLC  
  
888 821-1143

**Location Involved:** (Same as above)

**Consumer's Original Complaint :**

Quote of \$143.00 was quoted for my iphone 4S. I received only \$23.00.  
Sale ID Number 460684

Quoted \$143.00 for purchase of my working, no damage Verizon iPhone 4S 16GB white phone.

I had requested money to be sent via Paypal. Business only deposited \$23.00 for the phone in my account.

This is not what was agreed upon.

**Consumer's Desired Resolution:**

I am seeking settlement of \$120.00 the remainder of what my sale was for.

**BBB Processing**

09/10/2014      web      **BBB**      Case Received by BBB

### ***Order Summary for:***

**Sale ID Number: 460684**

Amount quoted: \$143  
 Brand, Model: Apple, iPhone 4S 16GB Verizon  
 Name: Carol cheek  
 E-mail: ccheek223@gmail.com  
 Street address: 528 AMHERST CIR  
 City, State, Zip: perkasio, PA 18944  
 Phone: 267-261-2268  
 Payment Method: Paypal

Thank you and congratulations for choosing CashForLaptops.com to turn your used device into fast, easy cash!

**Prompt Payment Policy:** We will mail your payment check (or pay you via Paypal if that is your choice) the next business day after we receive and inspect your Laptop at our facility.

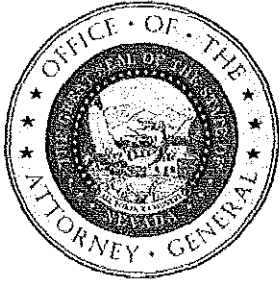
We will pay you as soon as we confirm condition of your device and payout amount (via email or telephone).

Please include all accessories including AC adapters and cables  
 Please pack all devices in this box  
 Please send back one copy of this summary sheet

www.CASHFORLAPTOPS.com  
 994 Glendale Ave #1  
 Sparks, NV 89431  
 1-888-821-1143  
[Return to previous page](#)

*Melanie 9/13/14*

*Nevada attorney general*



**STATE OF NEVADA**  
**OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100                  Phone: 702-486-3420  
 Fax: 775-684-1108                    Fax: 702-486-3768

[www.ag.nv.gov](http://www.ag.nv.gov)

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
(Stamp here)

9/15/14  
307

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Carter Stefani D

Last                                      First                                      MI

---

Your Address: 15707C Coit Road #111 Dallas TX 75248

Address                                      City                                      State                                      Zip

---

Your Phone Number: 2147141011 2147141011

Home                                      Cell                                      Work                                      Fax

Email: stefanicarter@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash For Laptops

Individual/Contact: N/A Jesse

Last                                      First                                      Job Title (Example: CEO)

---

Individual/Business Address: 84 Coney Island Drive Sparks NV 89432

Address                                      City                                      State                                      Zip

---

Individual/Business Phone: 888-821-1143

Work                                      Mobile                                      Fax

---

Individual/Business Email: info@cashforlaptops.com

Individual/Business Web Site: www.cashforlaptops.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? The company asked me to mail in my phone, which it has in its possession.

Date(s) of payments (mm/dd/yyyy): 8/28/2014

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: cell phone

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

See Section 3.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

I am an attorney.

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

As a consumer and a Texas state legislator, I am appalled by the actions of the company doing business as Cash for Laptops. This company advertises itself as a company that will buy used or new phones or computers. Specifically, it advertises that you can turn your device into cash in only three supposedly simple steps. First, you get an "online quote for your device" and confirm the transaction via email. Second, you "send your device." Third, you get "paid fast" based on the quote.

My experience was I mailed my iPhone 5s after receiving a quote for \$357. Two weeks later, I never heard from the company. For instance, I never received confirmation that my phone had been received, even though I had tracked its receipt. I wrote the company advising that I would like my phone returned. The response I received after a few days by email is the company tried to call me but the number did not work. I tried to call the company on my new phone number several times, but the line was busy. When I was able to get through, I was on hold for ten minutes before hanging up. I wrote the company again asking that I be returned the phone or that it advise of the status by email. The company wrote and stated I needed to call the Nevada phone number. I was again on hold for a long period before hanging up. It was again busy.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

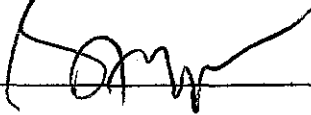
A list of transaction history and most of the correspondence are attached. (Not all the correspondence is attached because e-mail sent through the company website shows up as "invalid" when attempting to view the sent box. For instance, I sent an e-mail on or around 9/8 demanding that my cell phone be returned. See attached.)

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

Stefani Carter  
Print Name

9/11/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

**Ethnic Identification:**

**Primary Language:**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

- English
- Spanish
- Other: cell phone

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

Section 3 (continued)

This company has effectively stolen my iPhone, as it has been in its possession for weeks. This is a classic bait and switch fraudulent scam in which the company does not return one's device; meanwhile the value of the same device is depreciating (in my case, the iPhone 6 is coming out soon which will drive down the value of the iPhone 5s).

There are numerous complaints online about how this company holds the person's phone hostage for weeks or refuses to pay the quoted amount online. See, for instance:

<http://www.yelp.com/biz/cash-for-laptops-reno;>

[http://www.complaintsboard.com/complaints/cash-for-iphonescom-sparks-nevada-c496171.html;](http://www.complaintsboard.com/complaints/cash-for-iphonescom-sparks-nevada-c496171.html)

and

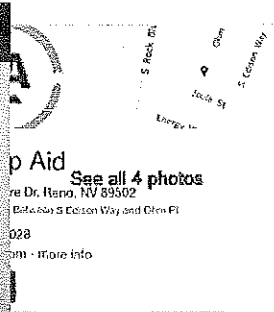
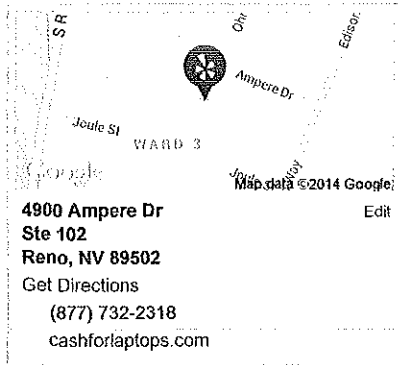
<http://consumerist.com/2014/09/12/cashforiphones-keeps-my-iphone-cuts-cash-offer-by-222/>



# Cash For Laptops

18 reviews Details

Recycling Center Edit



## Recommended Reviews

Search reviews

Yelp Sort Date Rating Elites English 18

Your trust is our top concern, so businesses can't pay to alter or remove their reviews. Learn more.

**John D.**  
San Diego, CA  
0 friends  
6 reviews

4/3/2014

To be honest with you, there was a little bit of a delay with the processing time of my ATT Iphone 4s. So I called in to Janet to let her know my concerns. She was so professional, helpful and courteous that it made me forget my initial concerns. She was amazing and I got a very fair price for my iPhone. The cash was sent to my account so fast too! Thank you Janet!!!

**Anthony C.**  
Fremont, CA  
51 friends  
22 reviews

8/8/2014

Stay far away from this website as humanly possible. I have come out of yelp retirement just to review this place. I had an old iPhone 4s lying around and I didn't want to deal with the hassles of craigslist or ebay. And since in the past I had no issues using Gazelle( a similar service). I thought, what the hell, they had quoted me \$155 which was higher than the other websites.

Everything went smoothly at first, the setup took no more than 5 minutes, and I got the shipping box within a few days. I packed up the iPhone and dropped it off at the local postal office. A few days after that I get an email saying a check will be coming for my phone. I replied the email asking if they can tell me what the check amount is.

This is when trouble started. I get an email telling me to call the customer service, sure no problem. I do that, but then I am re-routed to 3 different people all giving me run arounds, finally I am transferred to the manager. The manager tells me my check amount is \$11!!!!!! Are you fucking kidding me? I would have gotten a better deal if I just went to the local mall and tried to sell it for \$50, I'm sure most people would have taken that.

As nice as I can I ask why was I given such a low price, the lady said that it was because the front camera did not focus

Edit business info  
Work here? Claim this business

### Hours

### More business info

Accepts Credit Cards Yes

**Andrew B.**  
First to review

### People also viewed

Get Cash For Laptop  
4 reviews

**STOI** Security Storage  
1 review

**ESTER** Western Exterminator Company  
13 reviews

### Work Here? Claim this Business

- Respond to reviews and privately message customers
- Claiming is free, and only takes a minute



properly. Well, first of all I tested everything before I sent anything and second, there were no scratches or damages on the phone, so I couldn't believe the sudden low quote and felt the lady was lying. So I told her to just send my phone back because I am 100% sure I can get way more than \$11.

Out of nowhere she tells me she will add \$40 to the check. HmMMM strange, why would any legit company suddenly just add money like it is nothing? Why not just have given me that amount to begin with? I was still unhappy and counter offered. Anyway after about 10 minutes of aggressive flea market bargaining, I somehow got the check to \$85. Still way below the original quoted price, but I felt pretty much powerless and I was afraid they would send back some really messed up phone.

Lesson learned - always do your research, if I hadn't been so trustworthy and read the reviews on here I would have just ended up using ebay or craigslist. Stay far away from this company, you have been warned.



Steve G.  
Emeryville, CA  
21 friends  
19 reviews

7/25/2014

Fucken scammers.. Quoted me \$72 received \$6

Everything worked, but the fan ....hard drive was perfect, I even cleaned it before sending it with an external hard drive.

Do not ever do business with these people...



Mark M.  
Portland, OR  
0 friends  
1 review

9/12/2014

ALL POTENTIAL CASH For LAPTOPS CUSTOMERS -- BE ADVISED AND WARNED !

This company should be put out of business immediately and prosecuted for bait and switch advertising, if not outright theft. I received a quote of \$60 for my non-working iPhone 4s and after continual delays amounting to 3 weeks, without any contact or agreement from me, was issued a payment of \$9. They pretend to be an efficient and helpful online company, but based on my experience, and the reviews here, they are intentionally victimizing their customers. And forget the customer service line -- I had a feeling I'd be on hold for a lengthy time and waited 19 minutes before I hung up. What a shabby and larcenous outfit. Those Cash For Laptop employees that are still honest should drop their work and exit the door.

I've refunded their \$9 dollars, asked for my phone back, and don't really expect to see it again. Yet another complaint filed with the Nevada Attorney General.

Addendum: It is interesting to note that Cash For iPhones, which is the same company as Cash For Laptops, is a main advertiser on Yelp, showing up in a big rectangle ("You won't believe the prices..!") above this very review!



Niraj C.  
Fullerton, CA  
2 friends  
4 reviews

8/11/2014

Im very was not pleased at all. Quoted me \$104 for a Samsung Note Tablet but only recieved \$12. When I tried to email, I would get the same response which was to call the automated phone service. No would pick up after me staying on the lines for hours. They basically took my tablet and now there is no way to contact them and get my stuff back. I would advise to stay away from them. You will get better money on eBay or another selling site. I cant even begin to think how \$104 and \$12 is even close.



Gina M.  
Phoenix, AZ  
20 friends  
17 reviews

5/1/2014

I can not even rate this company 1 star! I have called , this company is a SCAM! I spoke with Kevin who first offered me 110.00 when I was originally quoted 295.00 . He states my phone is not flawless. I have pictures of my phone it is in perfect condition. I have requested the phone be sent back to me and I am reporting this company to the Nevada Attorney General once I get my phone back.



Sarah C.  
Arlington, VA  
1 friend  
41 reviews

3/3/2014

PLEASE, If you are reading these reviews, note that everyone here has had a bad experience.

I was confident that since my device was in good condition, my experience would be different. Nope. Read on.

It took three weeks using their "prepaid label" for my laptop to get to them (yes, 21 days). And be aware that quotes are for "mint" condition items -- my quote for an admittedly older MacBook went from \$100 to \$20. It works fine - it did power on, have the power cord, and whatever the other questions they ask on the website.

When the device is received, they make you call (775-552-3203) and then "break the news to you" that "your device has seen better days -- what happened? Can you tell me about that?" (exact quote) The person who answered the phone obviously had a very used script she was using. They also make you feel like you're so desperate for money, that you'll do anything to "get a payment."

Keep in mind that the laptop I sent in I was in "good" condition overall. But their technicians found "pressure damage" on the screen and said the screen had to be replaced (news to me, it looked and functioned fine) and "major scratches" on the outside (there were some abrasion scratches on the bottom, which every device has if it rests on a desk).

They eventually upped their offer, but not after a giant, well-scripted dog and pony show. If I had confidence I'd actually get the computer back, I would have asked for them to return it -- but after it took so long to get there, no thanks. The whole thing reminded me of bargaining for something in a market. No way to do business. (No wonder they are not BBB approved!)

I should have read these reviews and just donated it or recycled it somewhere local. It's just not worth the hassle.



Damian D.  
Miramar, FL  
2 friends  
33 reviews

2/28/2014

**DO NOT USE THIS SCAM OUTFIT !!**  
I just got off the FTC website reporting these a\*\*holes for the scam artists that they are.  
Just like everyone else here, I got a quote for my iphone 4 for \$90 online, plus another \$20 for my old Dell laptop.  
Cool, lower than selling on eBay but less hassle.

The confirmation call -- 4 weeks later -- says they are "glad" to offer me \$20 **\*\*FOR BOTH\*\*** !! Not \$110, \$20. 'Nuff said.

FYI, if you've already been take by these jerks, file a complaint with the FTC. it's bait and switch and is illegal. ftc.gov then click on blue "consumer complaint" box or directly to ficcomplaintassistant.com. FYI I chose "other" for category then "no match found" for sub category.

Maybe with enough complaints the FTC will force them to stop.



Nathan M.  
San Diego, CA  
7 friends  
5 reviews

10/9/2013

Bait and switch!

The price they quote online is wildly overstating the amount that they actually end up offering. In their own words (after the inspection) my phone had "no mechanical issues, and very little wear" and yet they offered me less than half of the online quote.

Even their online quotes for phones that "Do not power on", "Have damaged or defective screens", or "Have bad battery" are well above what they offered me for my perfectly functioning iPhone.

If I had known that beforehand I would have just traded it in to Apple when I bought my new one.



Chris W.  
West Bountiful, UT  
64 friends  
141 reviews

10/11/2013

Other reviewers are absolutely correct!! This company is such a scam artist. Bait and switch. They promise more money for your used iPhone than any other I could find. But the catch is you have to mail it to them and by doing so you agree to take whatever price they ultimately offer. I was quoted something like \$335 for a USED iPhone 4S AT&T 64gb. GameStop does in store sales with cash immediately but they were offering \$230. I thought I could wait a week or two for an extra \$100.

I sent in the request and they mailed me a box with prepaid shipping label (USPS). I mailed my phone in and 3 weeks later they sent me an email saying they received it. I was mailing from Utah to Nevada. It's a 7 hour drive by car to their headquarters and they claim it took 3 weeks?! That was my first red flag that made me sick to my stomach. Then they emailed me today, after 3 weeks, and said I had to call them. I call a toll free number and was on hold over 20 minutes before I ever spoke to someone. Then that person says they'll transfer me to the purchasing manager and 10 minutes later the guy is talking to me, said that they received my phone and wanted to congratulate me on selling it and they'd mail a check for \$100 out on Monday. He said it so fast as if he was trying to see if I wouldn't notice that they were screwing me out of \$230 from the quotes price. I told him that and he said they found defects in the phone and they can only give me \$100.

Don't even consider selling your device to this company. Absolute scam. Warn everyone you meet not to sell your device to them. They will screw you.



Ariya T.  
Encino, CA  
31 friends  
8 reviews

7/17/2013

The biggest scam and lack of customer service I had EVER experienced in my life. You guys definitely will NOT have my business again. I don't know where all these testimonials came from but they must be fake because this is the biggest bait and switch scheme I have ever experience.

I sent in a PRISTINE LIKE NEW CONDITION iPhone 5 and was told on your website that I could receive up to \$419 for the item. I printed the shipping label they provided and shipped it out the same day. After almost 2 weeks of waiting from shipping the item I finally received an email stating they received in and I would receive a phone call shortly.

Low and behold after waiting and waiting I received no such call so took action and called them myself (so happy I did or they probably would've just made off with the phone). I finally get a hold of somebody after waiting on the line for more than 20 minutes only to get a monotonous absolute j\*ckass attitude of a service rep telling me they'd offer \$200 for the phone.....200?!?!?! Thats more than 50% less than what I was quoted online. In the 2 weeks it took them to finally receive the item I looked around and found local buyers offering \$380 without even seeing the phone for normal wear and tear condition. CashForiPhones had the nerve to tell me the phone had scratches everywhere and didn't include any power cords and such.

First off their website never mentions the need of power cords in their quotes and second the PHONE IS IN BRAND NEW CONDITION. After arguing with the sales rep and going off on him for almost 20 minutes (almost an hour on the phone now, mind you my time is being wasted) and telling the rep to just send the phone back (and mentioning the fact I know I can get \$380 for the phone) he puts me on hold and comes back offering \$350 and to pay the paypal fees. At this point I had no idea if they would actually send the phone back if I rejected or what they would do so I accepted their less than stellar offer just to get this whole matter over with.

Thank you CashForiPhones for wasting my time, money, and breathe on your lowball scum business. Surprised you guys are even still a business.



**Matthew C.**  
Los Angeles, CA  
17 friends  
12 reviews

11/27/2013

Total crooks. Offered half of what was promised and then it became a haggling game on the phone. Initial assessment was \$205 for an iphone 5S, it took a month for them to respond, three days of phone tag, then an offer of \$100. I argued them up to \$150, which is still below market, but at least something. STAY AWAY!!!



**Andrew B.**  
Seattle, WA  
35 friends  
186 reviews

7/18/2012

First to Review

Classic bait and switch scheme. Received a quote for \$125 online for my used iPhone 4. Sent it in and didn't hear anything for 3 months! Finally I received a call saying there must have been a problem when I wiped the phone and it was only worth \$50. Reading online I see they have a long and glorious track record of paying 1/3rd or less from their online quote.

AVOID!



**David S.**  
Davis, CA  
33 friends  
2 reviews

11/19/2012

Rather than inject my opinion into this review I'm going to tell the story of how I tried to sell my iPhone 4: After shopping around online to see which website would offer me the most for an iPhone with a broken screen, I settled on the site run by Cash For Laptops (cashforiphone.com). They offered me \$142 (broken screen accounted for). The prepaid mailer arrived within 5 days, but I received phone calls before then asking me to send my phone to them ASAP. I sent the phone to them the day after I received their package. Three weeks later was the first time I heard from them, in an email saying that my phone had been inspected and they were going to contact me very soon to discuss

payment. After a week of getting the same email, I decided to call and see what was going on. I waited on hold for 20 minutes to talk with a service rep, who forwarded me to another department. That department did not pick up after 5 minutes of waiting on hold, and I was forwarded to a random voicemail.

3 hours later I got a call saying that they would not give me the price I was quoted for my phone because the back glass has minor scratches and the frame was not in perfect condition. Instead they would give me \$40 (72% less than they had first quoted). Because of this I decided to not sell my phone to them. I then had to spend 10 minutes repeatedly requesting that they send my phone back. During the conversation the rep was non responsive to my requests and insisted that I couldn't get a better deal anywhere else, so I should take the \$40 and be happy. I was able to get my phone back eventually, but dealing with this business showed me how unprofessional and dishonest they are. I would never use any of their services again.



**Brent M.**  
Lincoln Park, MI  
13 friends  
20 reviews

 10/3/2012

So mad I didn't check further before going with this company! I used cashforsmartphones.com and did a quick Google and didn't see anything bad. BIG MISTAKE.

I sent my phone in with the prepaid label. A woman contacted me that morning and I told her I had already sent the phone out. She was extremely friendly and pleasant and said she looked forward to sending me the money once they received it.

They contacted me 8 days later. Even considering the weekend, 6 days seems like quite a long time considering how fast they promise it to be on their web site. I miss their phone call, because every time they call it rings for about 2 rings at most and then they hang up. NEVER leave a voice mail. So I call them back, and the guy tells me that they've inspected my phone, and are prepared to offer me \$45. (They had initially quoted me \$145!) He said the technicians found light scratching on the screen and pitting on the body of the phone and the battery cover. I told him that I was very aware of the condition of the phone when sent in, and that it was less than 3 months old due to a warranty replacement. I knew for a fact the screen was impeccable condition, the battery cover is plastic and extremely durable, and there were only a few slight scuffs. The guy is a total pushy salesman, and tries telling me that "they have a lot of money invested at this point" (he said that several times) and that they are offering what my phone is worth "in the current market". I told him that I would not accept that offer and that he could send the phone back. He tried talking me out of it, telling me I'd have to pay for return shipping and that was it really worth the hassle? I told him the phone was worth between \$175-200. He scoffed, basically laughed at me, and said "Where?!" I said I had checked Ebay and Craigslist carefully and determined the value of my phone before choosing to go with their web site. He then questioned my judgement, saying "You could have gotten \$200 for the phone, and yet you chose to take \$145 for it?" He just got ruder and ruder. It was worse than a telemarketer, but not quite as bad as a collection agent. Finally, when he tried to convince me by bumping the offer up to \$50, I told him we're obviously not seeing eye to eye and you can just send the phone back. I'll arrange for return shipping. He tried AGAIN to persuade me, so I had to interrupt him, say yet again that "I will arrange for return shipping and call you back. Bye." and hung up on him! There was no other way.

And as if all that wasn't bad enough... I was going through the Facebook settings on my new phone and saw a function "Active Sessions" I had never used before. When I opened it and browsed through the list, there were TWO

logins from Facebook for Android, accessed from out of state, AFTER I had sent my phone out to these people, and no longer had access to Android. They claim on their web site that they will safeguard your information and make sure to remove all personal data, etc etc... I guess that is after their techs go through your phone snooping around!

And for the record... they cleaned up their act real quick when I filed a BBB complaint. They immediately shipped the phone back and covered the cost of shipping... while admitting no wrongdoing whatsoever. I find that hilarious, considering once I received the phone back, it sold within 24 hours on Amazon for \$165. These people are scam artists, plain and simple. Check reviews for CashForLaptops on here, or on BBB. The proof is there.

**BEWARE!! DO NOT USE THIS COMPANY FOR ANY PURPOSE WHATSOEVER!**



**Chad F.**  
Santa Monica, Los Angeles, CA  
0 friends  
3 reviews

11/18/2013

I got an insulting offer, and the excuse was that prices change daily. The problem with that reasoning was that it had been a month since my quote and their website was still quoting me the same price. I got my iPhone back, had AT&T unlock it, and sold it on eBay for THREE TIMES the offer that Cash For Laptops gave me.



**Adil H.**  
Reno, NV  
7 friends  
3 reviews

8/8/2012

Horrible, my friend warned me, he was quoted \$350 and received \$70. when I did my research, there're tons of people who are complaining about them, total fraud. avoid them. I checked with BBB and there tons of complaints against them. just look up cashforiphone scam and you will be surprised of what you are going to find..... not sure why they are still in the biz.



**Janmichael J.**  
Phoenix, AZ  
65 friends  
13 reviews

10/13/2012

Where to start... I would highly advise to NEVER use this company to sell anything electronic because they will robb you. I should have looked into the company further but at the time was not really thinking about the possibility of the company being disingenuous.... OOPS my mistake. To say the least this company is pretty much like a pawn shop only conducts business over the telephone and through the postal mail. BE AWARE, you are only given up to \$100 as merchandise insurance (in case of them deciding to keep your item and then basically saying oh we will investigate you item, when in fact, they never had any intentions on returning your merchandise). I also caught the customer service rep in so many blatant lies and its one thing to be a liar and its a whole other story when the liar is a BAD one. Back to the insurance issue. If you decide to make the wrong decision and use this company make sure you opt for an increase on \$ dollar amount so that your computer is completely covered in the event of your laptop just disintegrates before your eyes. They are real quick to send you the materials so they can have your items. Further more its just a big mess in the end and you the customer/consumer ends up getting cheated. I can't believe this company is still in business.. Honestly. Spare the head ache and the financial loss you could be facing and avoid this company. JEZ SAYN!!

Page 1 of 1

183 other reviews that are not currently recommended

Best of Yelp Reno – Recycling Center



See More

About

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- Ad Choices

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- Advertise
- Content Guidelines
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- Developers

More

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Languages

English

Countries

United States

Reno Business Listings # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z | Newly Added | Talk Archive

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[nicreditsolutionprogram.com](#)  
 1 simple trick & my credit score jumped 217 pts. Banks hate this!

**How Much?**

[cashforiphones.com](#)  
 Get The Best Price For Your iPhone. It Only Takes 30 Secs - Start Now!

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 We Buy Timeshares. Does Your Timeshare Qualify?

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1,316  1.3k  6.6k

**Recently Discussed Complaints**

- (40 mins ago) [eLoan.com](#)  
eLoan.com is a scam!
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- (57 mins ago) [BMW Automobile Company UK](#)  
Fake lottery winning ...
- (59 mins ago) [DermaWand](#)  
Dangerous
- (1 hr 4 mins ago) [Direct TV](#)  
Directv President & CEO contact Info:

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- [How Bluetooth Headphones Have Changed the World of Instant Messaging](#)

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- [Apple Expected to Start Production of a White iPhone This Month](#)
- [Apple Trying to Push for Repeat Downloads of iTunes Music Purchases](#)

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**cash for iphones.com, Sparks, Nevada Complaints & Reviews - fraudulent business practices**

**cash for iphones.com**

Posted: 2011-09-20 by jamckdman

**fraudulent business practices**

Complaint Rating:

**Contact information:**

cash for laptops.com  
 994 Glendale Ave  
 Sparks, Nevada  
 United States  
 Phone: cashforiphones.com  
 cashforiphones.com

Attached is a copy of complaint filed with the BBB of NV

Went online to cashforiphones.com (herein referred to as "C4P") on or about 28 Aug 2011 for quote for two undamaged 1 Phone 4s 16GB. Price quoted was \$375 per phone (\$750 total). Safe ID numbers are 176620 and 176621. Both phones were less than 6 months old and kept in rubber cases. Phones were in pristine condition.

Phones were packaged in accordance with C4P's policy and mailed on 2 Sept 11. Phones were received on 12 Sept 11 and signed for by Matt of C4P @9:20 AM. Finally spoke with Brian at C4P regarding the phones on 19 Sept 11. Was offered \$175 per phone (total \$350). Refused that offer and told Brian to either give what was quoted or send the phone backs. He then began to haggle. Refused all his offers until we agreed upon \$300 per phone (total \$600). The funds were to be deposited via PayPal the next business day 20 Sept 11.

On 20 Sept 11, received email from PayPal that deposit had been made in the amount of \$500. I immediately called C4P and spoke with Brian. Brian insists that I agreed to \$250 per phone. I informed him that I know this to be untrue, as I was not happy with the \$300 quote as I could have received more via eBay. I then told him that I would refund the \$500 and I wanted my phones back. Brian stated that once funds were paid the transaction was irreversible. Again, I informed him that the amount paid is not what was agreed to.

I then asked to speak with a supervisor. I was told that none were available and none would call me back. Brian then informed me that the calls were recorded, so he can prove that I agreed to \$250. I told him to play the recording, to prove that I did not. He refused to do so and tried to end the call.

Seeing that our conversation was going nowhere, I then hung up the phone and called back and asked for a manager. Brian was placed on the phone. Again, I hung up, called back and asked for a different manager or supervisor. I was informed that none were available and I could leave my information for someone to contact me back. I then asked who would be calling back and if they supervised Brian. The receptionist became rude and just kept stating that someone would call back. Then she stated another manager. She refused to answer if they supervised Brian or not, despite repeated demands that someone above him return the call.

At this point, we either want our phones returned in the same condition given or the agreed to amount paid.

Thank you for your prompt attention to this matter.

Share with others:  0  0  0

Was the above complaint useful to you? Yes No



**Comments**

Sort by:

27th of Oct, 2011 by Joe Dowell

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**Today's Mess**



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My Review about Infinity Logo Design

This company has an advertisement in google search to buy your iphone 4. It looks like it was a legitimate site so I tried it out. I told them what type of phone I had and the specs and condition of the iphone 4 and they gave me a quote. I mailed the iphone to them and they received the iphone4. They call me to negotiate the price and right then I new something was not right. They tell me now that the iphone 4 is not worth what they offered me. My iphone 4 was in excellent condition, I had it in a case and had a screen protector on it and sent it back with all the accessories and original box. They went down \$100.00 less what they had original offered me. They did not even want to negotiate at all since now they my phone, when I said return my phone they told me it will take 3 to 4 weeks to get back. So I gave in and accepted what they offered because they already had my phone. Do not trust these people they are out to get over on you. I hope I get the money they did offered me. Bewara !!!

Report Spam

28th of Nov, 2011 by malmarker

0 Votes

basically had the same experience. I would not recommend using cashforiphones. it's basically a scam. they trick you into accepting an low-ball offer.

Report Spam

4th of Feb, 2012 by New-Mexico

0 Votes

This used to be a good company. Something has changed and they are now trying to jerk me around on a pristine iPhone 3Gs in the original box, with the original charger, etc. They keep lying to me about trying to contact me and that they must have a "verbal agreement" before they can send me the money. Do NOT do business with this company. Years ago they treated me fairly and provided quick service. Now they are acting like a scam rip off. I sent them my iPhone through the US Post Office; that means I can file a complaint for mail fraud - a federal crime. (from New Mexico)

Report Spam

16th of Apr, 2012 by kstrange

0 Votes

I had the same experience. I sent in two 3G i-phones and 1- 3GS. They claimed the 3GS had a "design flaw" and couldn't offer me the \$75.00 quoted. The phone was a year old. Not sure why this company is still in operation.

Report Spam

6th of Jun, 2012 by WJPUK

0 Votes

Sent in pristine phone and they tried to claim it was worn and very heavily scratched. don't waste your time on a scam business set to pray on weak individuals. Everything is negative about this company and my experience is very poor (just hope that I now get the original phone back and they don't send a scratched replacement) BEWARE!!!

Report Spam

8th of Aug, 2012 by Sarah755

0 Votes

They did this all to me as you all explained above...I sent an excellent condition (mobile mytouch 4G phone and said they would send me 99.00 and then after I had to send them something because I never heard from them, they said I had to speak with someone about the price. I speak to Brian and he said I had some cosmetics issues which was not true and wanted to give me 55.00 and I said no send it back so he says ok how about 65.00 and I said no way I know its worth more so ...he tells me I will get a email from them about the phone being sent back and its been about a week now nothing yet. I have a feeling I wont be seeing it again and I will do like others and file with the bbb and for mail fraud. They scam people and never again so everyone beware they will screw u over. Then I just moved on top of it and sent a email to them with new address but I will be suprized if I ever see it again. I used other companies before and never had to speak to someone that is how I thought something was up and it took so long as well,

Report Spam

23rd of Oct, 2012 by Reko

0 Votes

These f\*\*cking asshole at cashforiphone are scams, lier and crooks, they offered my \$280 for my iPhone at first, then had to wait 20 days after I sent my iPhone in.

They called me and offered me \$150 because I have 1 small scratch in the back (lie). My phone was in mint condition (like new). I told them I was insulted with that offer and wanted my iPhone back ASAP. Then they told me because I said my phone was in new condition that they would take my word and give me \$200. I took the money but will NEVER EVER deal with these mother F\*\*UCKER again!!!

I wish I never took the money. I feel like I still got ripped off.  
There safes man will do everything he can to make you accept the low ball offer.

Are offer are the highest on line trying to get you to send your phone to them,  
After that you are bait.

Report Spam

4th of Jan, 2013 by CTMD

0 Votes

Well, add me to the list. BBB of NV needs to remove their endorsement of this company.  
I sent in my iPhone 4 in after receiving a quote of \$142+ online for a phone whose screen did not light up but was otherwise in good condition. No scratches.

After initial excessive contacts to make sure I sent the phone, I heard nothing for a couple of weeks. So I called.  
I was told I would receive \$25 for the phone because I didn't send cable and adapter. When I challenged this, I was told it didn't power on & also had a 'severe scratch' on the screen. It did power on-this allowed me to download the data to my computer and then erase the phone. There were no screen scratches; it always had a Zagg screen protector on it. I was then offered \$40, then \$50. I was told there was a checklist on the 4 pages of paper I downloaded to print the shipping label that mentioned the accessories. Including these was not mentioned in the quote. I nevertheless offered to send them as they were apparently worth \$100 (sic)! This offer was declined. I then asked that the phone be returned to me and was told this would be done after I sent a prepaid shipping label.  
After more arguing by the rep, I finally gave up and hung up.  
What a ripoff!!!

Report Spam

24th of Apr, 2013 by helpfulhat

0 Votes

Wow, glad I read these reviews before I sent my phones in. E-bay sounds good right now. For the record, businesses like this give other more legitimate businesses bad names. Low balling customers after giving them an online quote, is not only dishonest but it is fraud, regardless of whether or not you say it is only an estimate, the practice is deplorable. People pay a lot of money for these items, when I bought my I-phone 4 it retailed for \$499.99. I would understand if the quoted price was the fair market value for the phone, or slightly less, for profitable returns. Anything less than that is a rip off and any business that practices that should reevaluate how long

they want to stay in business and act accordingly, a phone is not a car. To low ball someone on an item like this is ridiculous. Oh and by the way, Brian, when a customer asks you for your supervisor, you are legally obligated to respond to this request as per consumer grievance protocols. These laws are set to protect consumers and sets a set of specific guidelines for consumers to handle complaints before taking legal action to recoup their losses. If you need to reference this, please by all means visit: [www.ftc.gov/bcp/consumer.shtml](http://www.ftc.gov/bcp/consumer.shtml) for more info on this. Point is change your business practices or you may just find that one customer that will not sit down.

Report Spam

18th of Oct, 2013 by Mail\_sol12

0 Votes

I was quoted for 70 for my iphone4 which was pretty much in flawless condition. Not only did they take forever but customer service never once picked up the phone. When I finally did hear back they offered me \$30. The reason was because he said my phone had issues and because I didn't send in the accessories of the phone. On their site it asks to send them in if you still have them. I totally was ripped off but i may have lost the battle but customers are going to win the war!

I wish I had read the complaints prior to sending my phone in but never again and sadly, like most of us posting here, everything is a lesson learned.

Report Spam

22nd of Dec, 2013 by Mike from Trenton

0 Votes

I got a quote of \$98.00 for an Iphone 4s that would not power on. Great. I got the box in a couple days and sent it back in the box with the original charger. The Iphone itself was in great shape but it was broken. I got a tracking number. They finally sent me an email like 20 days later saying they were ready to give me a quote for the phone. They offered \$20.00. I just accepted the offer and expected a check within 5-9 business days. It's been over a month and still no check in the mail!!! I know it's only \$20.00 but I'd rather have donated the phone to phones for vets or tried my luck at an EcoATM. It takes forever to get someone on the phone. I don't know why I decided to go with this company rather than Gazelle. Don't use C4i, they are a scam!!! Use Gazelle or take your iphone to an EcoATM and get cash on the spot. So lame how they do business.

Report Spam

13th of Jan, 2014 by Noviegirl

0 Votes

I got a quote of \$130 for my iPhone 4s. It was in perfect condition. That guy Brian calls me and tells me he'll put \$50.00 in my paypal account. I was like what happened to the \$130 quote. He said the phone was in less than perfect condition. It was in perfect condition when I sent it (glad I took pictures of it) Needless to say his phone call was the last I've heard from him. They have my phone and never sent any money. I have tried to contact them to no avail DO NOT USE THIS COMPANY.. I wish I didn't.

Report Spam

26th of Jul, 2014 by edok

0 Votes

I just got burned by them too..quote was \$73.00...complied with there requests...received a check from them today for \$12.00

I emailed them

Brian...what kinda a fool do you think i am...you quoted me 73.00 dollars for this phone...I even sent the cable and otterbox...and you send me 12.00 dollars...this the biggest rip off I have ever encountered

you have a second phone i sent to you please return it immediately..I cant afford dealing with rip off artist...

believe I will post on every social media site I belong to and email every friend about your scheme...hope you enjoy it...hope you f... ing choke on the other 51.00 dollars

Report Spam

8th of Aug, 2014 by Scot59

0 Votes

We had a similar experience. We were quoted \$93, and received \$14. I called and complained, and without batting an eye, they offered us another \$26, for a total of \$40. It was like they new we would complain, and were ready with a new offer. Their excuse was that with the soon-to-be introduction of the iPhone6, the bottom of the iPhone4 market dropped. The Customer service rep said they were in the process of revising their website, which I haven't seen yet. We are in the process of filing a complaint with the Oregon Attorney General office as well as the BBB.

Report Spam

14th of Aug, 2014 by djjudi

0 Votes

I was offered \$145 for my iPhone 4S and sent in as directed with all attachments and in full working order. Never heard from them and a week later received an e-mail stating a check was in the mail. Site stated that I would be contacted as to their actual offer which I never received by either e-mail or phone. Get a check for \$21. It took me 4 days to get someone on the phone after leaving 2 phone messages and one contact via email. They said I did not send in the cables and the phone was damaged. I said I wanted my phone back and they could void their check or I would send it back to them. Kept working with them but only got a quote of sending \$40 more dollars. I took it as I was fed up with them. I do plan to file a BBB report. Also, as stated in other accounts, they blamed their website. Yet I acted again as if I had a phone and this time the offer was for \$143 so I guess they are scamming us all.

Report Spam

16th of Aug, 2014 by cdcrum01

0 Votes

I just got a check today from this company for \$6.00 for an undamaged iPhone 4s 32g unlocked. After they quoted me \$113 on the website. I tried to get a hold of customer service and they refused to do anything or even return my phone back to me. This company is nothing more than a scam.

Report Spam

19th of Aug, 2014 by Diane Luciani

0 Votes

I officially reported them to the Better Business Bureau and also filed a complaint under IC3.gov which is the Internet Crime Complaint Center (IC3). I fully understand this may not do us any additional good but at least we are doing something proactive to try to help others from their false advertising. I believe all BBB complaints have to be closed but not necessarily resolved to the complainant satisfaction so I feel confident their deceptive practices will be re-visited again. It was no surprise to me that there were 376 complaints closed with BBB against their website in the last 3 years with 205 closed in last 12 months all strangely similar to our complaints when I filed. My guess is that their "automatic" processes to change quotes without notifying the consumer are legally questionable and totally dishonorable!!! This company offered my son \$263 for his used iPhone 5 32GB unlocked phone. He sent it in and without any communication from the company decided to only give him a check for \$39.00!! He tried to get his old phone back and they too refused. The company finally told him they would offer him another \$100 just because his mother was so persistent. There has been numerous BBB complaints about this company and I also would like to stop them from taking advantage of another person again!! They

told my son they have an "automated" process that adjusts all quotes to market prices automatically without notifying the consumer. The customer support number is never answered and vary rarely do they ever return a call. The emails you do receive are canned and horribly offensive.

Report Spam

21st of Aug, 2014 by jacob movicker

0 Votes

I sent in my iphone 5C in the beginning of august and did not receive an email or call that they had received my phone or what was happening. so i called and was told that the phone had been received they just hadn't had the time to email me at that point and so i waited and waited to hear from them on the price quote. Knowing that the price i had been quoted before sending it in (\$183) would not be the one I received after delivery. Well on the 20th of august 2014 I received a check in the mail for \$17. completely bewildered at this absurd number I called the company and after leaving 2 messages and never getting a call back, I finally reached a representative. As I had my email pulled up before me the representative told me that they had emailed me the offer of \$17 and even tried calling (never once received a call) that it was their policy to mail the check and at that point the phone was gone for processing and they could do nothing more than give me \$8 more to give me an even \$25. THIS IS A SCAM!! They never emailed me and most definitely never called me to confirm the price quote of \$17. This is the most unprofessional company I have every dealt with, refusing to let me speak with a manager and dealing with this so outrageously.

Report Spam

22nd of Aug, 2014 by Diane Luciani

0 Votes

Consumer, please check the BBB first before you send in any packages to make your own informed decision about the company. You can read the 397 complaints closed with BBB in last 3 years | 227 closed in last 12 months) - See more at: <http://www.bbb.org/.../laptop-and-desktop-repair-in...>

Report Spam

4th of Sep, 2014 by ctnmaker

0 Votes

I have also been scammed by this company for my iPhone 4s. I was quoted \$152 and received an email notification they had sent \$13 to my PayPal account. I was never notified about the difference in their quote vs. what they paid me. I tried to call but the phone rings twice and then goes to busy. I emailed them and was told that I have to call their customer service number to be helped. I have tried several times a day to call and yesterday I finally got through but was on hold for over 30 minutes. I will keep trying though. Definitely recommend going through Gazelle or Amazon to sell iPhone's in the future.

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Please check text spelling before submitting a comment

Your attitude towards Complaint  Agree  Neutral  Disagree

Comment text

[Large empty text area for comment]

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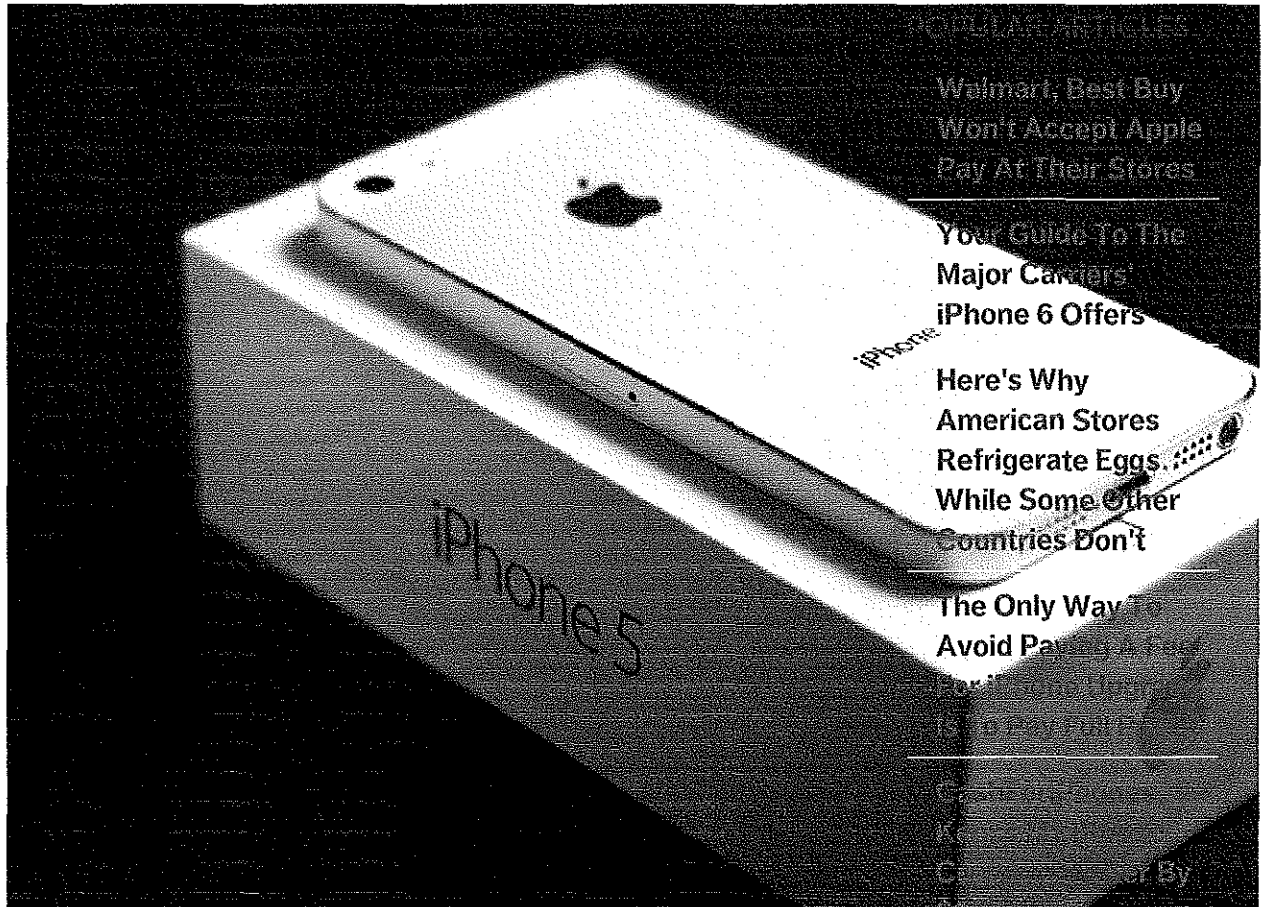
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SEARCH

## CashForiPhones Keeps My iPhone, Cuts Cash Offer By \$222

By Laura Northrup September 12, 2014

SUBMIT A TIP



(Rayce Sugitan)

Apple announced new iPhone models earlier this week, which means that for many people, it's time to trade up. While your mobile phone carrier might offer a sweet trade-in deal, some customers are able to get even more by using outside trade-in services. That's what Steve tried to do, selling his iPhone 5 to the site CashForiPhones.com. The site offered him \$263, but once they had the phone, only sent him a check for \$41.


"I was offered \$263 for my iPhone 5 which is in excellent condition. They sent me a prepaid mailer, and I sent the phone to them," he writes. Simple enough. With most services, the next step in the process is that the company sends the seller their revised estimate once they've inspected the condition of the iPhone.


Here's a screen shot from the company's site. You'll notice that there's something missing from this process: the part where sellers get to confirm the real trade-in price for the item they're buying. Maybe they do that, but Steve says that wasn't his experience.


Home » How it works


### Easy Steps to Make Money With Your Old or Broken iPhone!

Four easy steps for getting cash for your device.

- 

**1** **Select your device model.**  
See your instant quote. Request a pre-paid mailer. Choose how you want to get paid (PayPal or Check)
- 

**2** **We rush you FREE and secure pre-paid mailer and shipment label.**  
Place your iPhone in the mailer. Place the mailer in your mailbox. It's that easy!
- 

**3** **You are in control.**  
Track your iPhone every step of the way. (Tracking number is on the return label, we also email it to you)
- 

**4** **Get Your Cash Fast!**  
Get Paid FAST for your device! You have a choice of receiving a check or getting paid instantly with PayPal.

"Two weeks later, I received a check in the mail for only \$41," he wrote. "At no time did they inform me of the lowered offer, or give me the option to refuse the offer and get my device back." His estimate is that his phone must be worth at least four times that much, and more likely about \$200.

The site's terms and conditions spell out what's supposed to happen in this situation. Spoiler alert: it's not "we short you two hundred bucks and keep your phone."

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## About Us

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## Comments FAQ

## No Commercial Use Policy

## Privacy Policy

## User Agreement

## Work With Us

*F. Should we, upon inspection of your device, decide to offer you a lower price than originally quoted, you will have three days to either accept or reject that new price quote. The three days begins to run upon inspection of your device, our e-mailing you notice of payment and our sending you payment either pursuant to the original quote or such value as we determine in our sole discretion. If you reject the price quote and payment made prior to the elapsing of this three-day period, you must return the payment and we will return your device to you within five days thereafter.*

Did Steve miss an e-mail, or did something go awry? That's possible. Still, there's an important lesson in here for everyone getting in the real-life and virtual lines for a new iPhone. Be careful where you trade in your own cast-off phone, and learn the details of the process before you ship off your once-beloved device. With this much money in the balance, take the time to read the details of the site's policies before you commit to a quote. Be realistic about your device's condition so you don't get a nasty surprise when the company finally comes up with a total.

We tried to get a comment from the company regarding Steve's issue, but eCycleBest, the parent company of this site, CashForLaptops.com, and some other sites, couldn't put us in contact with anyone who is authorized to speak to the media.

Tell a friend:



Tagged With: iphone 5, mobile phone, iphone, cashforiphones, cashforlaptops, cash4laptops, ecyclebest, sell iphone, iphone trade-in

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### Welcome to Your Cash For iPhones Account, stefani carter!

[Account Information](#)

[Friend Referrals](#)

[Messages](#)

[Transactions](#)

#### Transactions. Information On Your Submitted Devices

Sale ID	Brand	Model	Shipping Status	Order Summary
451568	Apple	iPhone 5S 16GB ATT	Confirmed	<a href="#">View</a>

#### Sell Your iPhone by Model

- [iPhone 4](#)
- [iPhone 4s](#)
- [iPhone 5](#)
- [iPhone 5s](#)
- [iPhone 5c](#)

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- [Broken iPhone \(still works\)](#)
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SUBJECT	DATE
<a href="#">Re: No phone, no check, no update</a>	09/10/14
<a href="#">Re: Criminal complaint</a>	09/09/14
<a href="#">Re: iphone</a>	09/02/14
<a href="#">stefani, QUICK CASH is always a good thing!</a>	08/26/14
<a href="#">stefani, Your Amazing Opportunity for QUICK CASH!</a>	08/23/14
<a href="#">stefani, Tick, Tick, Tick! The Countdown for QUICK CASH is Ti</a>	08/20/14
<a href="#">stefani, There's still time for QUICK CASH. Send the package</a>	08/18/14
<a href="#">Reset Password Request</a>	08/14/14
<a href="#">stefani, Cash is Waiting For You! Ship now to get [ Your Bon</a>	08/14/14
<a href="#">stefani -[Shipping Box Arrived]: Send in Your Apple iPhone 5</a>	08/13/14
<a href="#">Reset Password Request</a>	08/12/14
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Stefani Carter <stefanicarter@gmail.com>

**Re: No phone, no check, no update**

3 messages

**CashForLaptops Family of Websites** <support@cashforiphones.com>

Wed, Sep 10, 2014 at 5:22 PM

To: stefanicarter@gmail.com

Dear stefani,

Thank you for your email.

Please contact our customer service department at 775-552-3203 at your earliest convenience.

Respectfully,

Jesse

[www.CashforLaptops.com](http://www.CashforLaptops.com)

[www.CashforiPhones.com](http://www.CashforiPhones.com)

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**Stefani Carter** <stefanicarter@gmail.com>

Thu, Sep 11, 2014 at 10:30 AM

To: CashForLaptops Family of Websites <support@cashforiphones.com>

I tried calling, but I was on hold for 10 minutes because there apparently is no customer service department. Can you please call me at 214-769-5776 or preferably respond by email like any other company?

Please note I requested that my phone be sent back to me on Sept. 9. You have had it in your possession for almost three weeks, and no email has been sent by your company confirming its receipt and no check has been mailed. Meanwhile, the value of the phone is depreciating every day. You cannot quote prices online, then hold phones while it the value is being driven down. That is fraudulent.

I look forward to hearing from you soon.

[Quoted text hidden]

**Stefani Carter** <stefanicarter@gmail.com>

Sat, Sep 13, 2014 at 11:15 AM

To: CashForLaptops Family of Websites <support@cashforiphones.com>

Jesse,

I have called multiple times. Once, the phone hung up. At least three times, I was on hold for more than ten minutes. At least once, I left a voice message. I have also emailed numerous times requesting a call as well as the return of my phone.

In response, I have received no email notifying me of any check having been sent to me, and I have received no email notifying me of any offer in exchange for my phone.

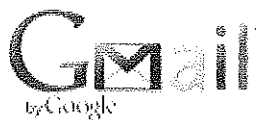
As I have said, I REFUSE to receive any offer for my phone or any check payment, and I demand again that my iPhone be returned immediately. To expedite the return, I have mailed a prepaid shipping label. Please return my phone immediately.

Finally, I will now be unavailable by phone as I am leaving the country. Therefore, please use email to confirm the shipment of my phone once you receive the prepaid shipping label.

Sincerely,

Stefani Carter

[Quoted text hidden]



Stefani Carter <stefanicarter@gmail.com>

**Re: No phone, no check, no update**

2 messages

**CashForLaptops Family of Websites** <support@cashforiphones.com>

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Please contact our customer service department at 775-552-3203 at your earliest convenience.

Respectfully,

Jesse

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[Quoted text hidden]



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#### Send us an email



We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

To: stefani carter  
From: Customer Service  
Date: September 2, 2014 3:23 pm  
Subject: Re: iphone

Dear stefani,

Thank you for your email. Our records indicate your device is in transit and should arrive at our facility soon. It typically takes between 5-6 business days to inspect your device once it has arrived. Once inspection of your device has been completed, we will issue your payment the next business day.

Respectfully,

Jesse

Customer Service

888-821-1143

Hours of operation: Mon-Fri, 7 a.m. to 4 p.m. PST

[www.CashforiPhones.com](http://www.CashforiPhones.com)

[www.CashforBerries.com](http://www.CashforBerries.com)

[www.CashforSmartPhones.com](http://www.CashforSmartPhones.com)

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9/13/14

Jesse,

I have called multiple times. Once, the phone hung up. At least three times, I was on hold for more than ten minutes. At least once, I left a voice message. I have also emailed numerous times requesting a call as well as the return of my phone.

In response, I have received no email notifying me of any check having been sent to me, and I have received no email notifying me of any offer in exchange for my phone.

As I have said, I REFUSE to receive any offer for my phone or any check payment, and I demand again that my iPhone be returned immediately. To expedite the return, I have mailed a prepaid shipping label. Please return my phone immediately.

Finally, I will now be unavailable by phone as I am leaving the country. Therefore, please use email to confirm the shipment of my phone once you receive the prepaid shipping label.

Sincerely,

Stefani Carter



Stefani Carter &lt;stefanicarter@gmail.com&gt;

---

**Re: Criminal complaint**3 messages

---

**CashForLaptops Family of Websites** <support@cashforiphones.com>

Tue, Sep 9, 2014 at 10:16 AM

To: stefanicarter@gmail.com

Dear stefani,

I returned your call in response to your email, but was unable to reach you.

We want to help. Please contact our customer service department at 775-552-3203 at your earliest convenience.

Please know, the option to leave a message is available after the fourth song is played. You also have the option to press 5 at any time after the music starts to leave a message. Please leave a message and we will contact you as soon as possible.

Respectfully,

Jesse

[www.CashforLaptops.com](http://www.CashforLaptops.com)  
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---

**Stefani Carter** <stefanicarter@gmail.com>

Tue, Sep 9, 2014 at 10:37 AM

To: CashForLaptops Family of Websites &lt;support@cashforiphones.com&gt;

You are unable to reach me because you have my phone. I will try to call later today.

[Quoted text hidden]

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**Stefani Carter** <stefanicarter@gmail.com>

Tue, Sep 9, 2014 at 11:11 AM

To: CashForLaptops Family of Websites &lt;support@cashforiphones.com&gt;

However, if you could please respond to my concerns by e-mail, which works best, I would be grateful.

[Quoted text hidden]





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### Send us an email



We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

To: stefani carter  
From: Customer Service  
Date: September 10, 2014 10:22 pm  
Subject: Re: No phone, no check, no update

Dear stefani,

Thank you for your email.

Please contact our customer service department at 775-552-3203 at your earliest convenience.

Respectfully,

Jesse

[www.CashforLaptops.com](http://www.CashforLaptops.com)  
[www.CashforIPhones.com](http://www.CashforIPhones.com)

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#### Send us an email



We love hearing from our customers! Please send us your questions, feedback and suggestions and our Customer Service Team will get back to you in 24-48 hours.

To: stefani carter  
From: Customer Service  
Date: September 9, 2014 3:16 pm  
SubjectRe: Criminal complaint

Dear stefani,

I returned your call in response to your email, but was unable to reach you.

We want to help. Please contact our customer service department at 775-552-3203 at your earliest convenience.

Please know, the option to leave a message is available after the fourth song is played. You also have the option to press 5 at any time after the music starts to leave a message. Please leave a message and we will contact you as soon as possible.

Respectfully,

Jesse

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[www.CashforiPhones.com](http://www.CashforiPhones.com)

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STATE OF NEVADA  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER PROTECTION  
 100 North Carson Street, Carson City, Nevada 89701-4717  
 Telephone (775)684-1169

# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

YOUR NAME
Your First Name: <u>Darren</u>
Your Last Name: <u>VanderVort</u>
Your Address: <u>1767 S 42nd St</u> <u>Tacoma WA 98418</u> <small>(City) (State) (Zip)</small>
Your Phone Number #: <u>206-920-7790</u>
Your Mobile #: <u>Same</u>
Your Fax #: _____
Your Email: <u>PitamDVD@gmail.com</u>
Are you older than 60 or Disabled: _____

YOUR COMPLAINT IS AGAINST
Individual/Business: <u>Laptop and Desktop Repair LLC</u>
If Business, Contact Person: _____
Individual/Business Address: <u>84 Coney Island Dr</u> <u>Sparks NV 89431</u> <small>(City) (State) (Zip)</small>
Individual/Business Phone #: _____
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____
Individual/Business Mobile #: _____

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint Is: please see printed document

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**My complaint is:** I feel that I was deceived by ecyclebest.com (Laptop and Desktop Repair LLC). I had an old phone (Motorola Droid Razr Maxx), that I was looking to sell online. I landed on their website, filled out the details and learned that in the condition that I had described my phone, they would offer \$53. I was satisfied with that amount, so I committed on their website. I received an email with the details, with the subject line 'You're just 1 step away from your \$53.00' (note this email is attached with documentation).

I mailed in my phone with the supplied box and postage and waited over a month to **receive a check in the mail for \$8.00**. Naturally, I was upset and didn't understand why. I received no other indication or documentation as to why I wasn't paid the full amount. I thought perhaps my phone wasn't in as good condition as I thought, but I at least expected communication letting me know and the choice if I still wanted to go through with the transaction.

I then started doing some research on the internet and decided to look up the company on the BBB's website. To my horror, the company had over 300 recent complaints and all of them referencing a very similar experience – a quote for one amount and then payment of a much smaller amount. I realized that there was nothing wrong with the condition of my phone, this company scams consumers. I immediately filed a BBB complaint with the company, explaining that I expected payment in full as had been communicated to me. A few days later, the company responded and offered to pay another \$25, and I soon received another check for \$25. I explained that I was still not satisfied and that I still expected the full amount quoted and additional payment of \$20. The company refused.

I am still not satisfied for the sole reason that I was deceived, as well as hundreds of other consumers. It doesn't seem that they ever intend on paying consumers the full amount quoted and from what appears on the list of BBB complaints, an amount far less than expected. This company should be held accountable for their deceptive business practices. Consumers should be warned of this company.

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**SECTION 3.**

**Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Jan Verdell  
(Signature)  
9/7/14

Date:

Garron VanderVart  
(Print Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
Date:

**Consumer Info:**

Desktop Repair, LLC

1767 S 42nd St

Tacoma, WA 98418-1613

206 920-7790 206 920-7790

pilamdv@gmail.com

VanderVort, Darren

**Business Info:** Laptop &

84 Coney Island Dr

Sparks, NV 89431

888 821-1143

**Location Involved:** (Same as above)**Consumer's Original Complaint :**

Business did not pay full amount that was quoted for recycled phone.

ECyclebest.com quoted \$53 for my Droid Razr Maxx phone. This was similar to other companies, in fact slightly higher. So I chose them to recycle my phone. All of my correspondence was quoted for \$53 including condition of the phone and what would be included. I received a check for only \$8, with no explanation as to why. The phone was in good working order, so no reason not to get the amount quoted. I have emailed and left a voicemail to the company and still haven't heard back. I can see now that this is their standard business practice, I see hundreds of other customer complaints.

**Consumer's Desired Resolution:**

I just want the full amount quoted to me, so another payment of \$45.

**BBB Processing**

08/12/2014 web BBB Case Received by BBB

08/12/2014 tms BBB Case Reviewed by BBB

08/12/2014 Otto EMAIL Send Acknowledgement to Consumer

08/12/2014 Otto EMAIL Notify Business of Dispute

08/14/2014 WEB BBB RECEIVE BUSINESS RESPONSE : BBB Case # 11032668 received 8-14-14

On 8-7-14 we purchased Mr. VanderVort's phone for \$8.

We recognize that Mr. VanderVort is less than satisfied with our transaction. We can offer an extra payment of \$25 in addition to the amount already received, if it will make Mr. VanderVort happy.

Our customer's satisfaction is important to us and we are eager to resolve this issue.

Thank you,

Ann McClure

Cash4Laptops.com

08/14/2014 tms EMAIL Forward Business response to Consumer

08/15/2014 WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

The business has not given any indication why I am not getting the full amount that they quoted me. In all of their correspondence including emails, and my account online with them, I'm shown as getting \$53.

The subject line of one email: You're one step away from your \$53.

This does not solve the issue that the company is deceptive and lours customers in by offering quotes that they clearly never have any intention of paying.

The company needs to honor the original quote.

08/15/2014 BBB MORE INFO RECEIVED FROM CONSUMER : I have attached two files to help prove my point. All of their correspondence show \$53 with no other indication of "up to \$53" or "you may not receive this amount" or "we'll pay you \$8 instead". Very deceiving.

08/15/2014 tms EMAIL Forward Consumer Rebuttal to Business

08/19/2014 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : We show that Mr.

Vandervort's additional payment was via check on 8-15-14.

We are working to improve our process and we take account to all complaints to improve the experience of our customers.

Thank you,  
Ann McClure

**08/20/2014 tms EMAIL** Send Business' Rebuttal Response to Consumer

**08/21/2014 WEB BBB** CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

I have received \$33 in payment so far, I am expecting \$20 more for a total of \$53 as originally quoted. This company needs to own up to their fraudulent activities. You can't quote one price and then refuse to pay it and not give any explanation as to why.

I am expecting an additional payment of \$20, to satisfy their quote of \$53.

I have also reported this company to the FTP and Nevada Attorney's General office.

**08/21/2014 tms EMAIL** Forward Consumer Rebuttal to Business

**08/26/2014 WEB BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : Our website states when it gives the estimated quote that depending upon its condition we can pay you up to that amount.

We have issued an additional payment for more than what the device was worth to make Mr. VanderVort happy.

We are working to improve our process and we take account to all complaints to improve the experience of our customers.

Thank you,  
Ann McClure

**08/26/2014 tms EMAIL** Send Business' Rebuttal Response to Consumer

**08/27/2014 WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

Clearly the business has no intention of honoring its quote or making it completely right. The phone was in the condition described to get what they quoted me. I might have believed the phone had problems, had it not been for the 300+ other bbb complaints. Clearly this company is deceiving consumers and NEVER pays out the original quote. My only hope is that my complaints with the FTC and Nevada Attorney's General Office will get noticed and force the

company to alter its fraudulent marketing going forward.

For consumers looking for advice through BBB, my advice is stay away and look at competitors, ecyclebest.com has no intention of paying whatever you were quoted.

**08/28/2014 Otto EMAIL** Inform Business - Case Closed RESOLVED

**08/28/2014 Otto BBB** Case Closed RESOLVED

support@ecyclebest.com

Gmail

Move to Inbox

COMPOSE

Track Your Package Here - www.packagetracer.com - Get Fast Package Tracking St

Inbox (46,487)

Starred

Important

Sent Mail

Drafts (59)

Circles

[Imap]/Drafts (1)

[Imap]/Outbox



Search people...

- Ethan Griffith
- Dustin Riecan
- Lily
- Marlo Oesch
- Todd Florence
- Ben Shannon
- Brian
- Darren Vandervort
- Jon Fredricks



darren, You're 1 Step Away From Your \$53.00

Inbox x

**Ecycleb** <support@ecyclebest.com>

to me

Hi darren,

Congratulations on selling us your Droid RAZR MAXX XT912! Expect to receive your package soon. Meanwhile, we've provided below an overview of our process.

### How to Ship Your Device

#### 1. Pack it.

Put your device in the box we sent you. Cushion it with bubble wrap, packing peanuts, or other cushioning material.

#### 2. Label it.

Place the shipping label that we provided on the package's largest surface.

#### 3. Mail it.

Schedule a pick-up or drop the package off at any USPS location. Visit [usps.com](#) for more information on shipping options.

### A Few Friendly Reminders





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support@ecyclebest.com

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Transactions

Transactions

Sale ID	Quote	Brand	Model	Shipping Status	Order Summary
432425	\$53	Motorola	Droid RAZR MAXX XT912	Paid	<a href="#">View</a>

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Sandwichbikes: A Bike In a Box

by Julian Garcia On Sep. 5, 2014



eCycle Best interviews Basten Leijh, creator of the Sandwichbikes - a DIY bicycle made from sustainable material.

[Read Full Article](#)

Grazing it Green with Green Guardian Matthew Richmond's Goats

by Aldrin Nepomuceno On Sep. 4, 2014



Nature is the greatest inventor and from it we can find the best solutions to old problems. This is how Matthew Richmond sees things when he built RentaGoat.com. Find out his story here.

[Read Full Article](#)

Knowing Where to Buy Organic: eCycle Best's Top 5 Green Markets in Northwest US

by Andrew Del Prado On Sep. 4, 2014



If you want to be green, try to shop in one of our top 5 green markets in Northwest US.

[Read Full Article](#)

- ▶ Sell your iPhone
- ▶ Sell your Tablet
- ▶ Sell your Cell Phone
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How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I was given a quote of \$357 for my flawless iphone5s from ATT. I repacked in all the original manufacturers packaging. All noted equipment was shipped via supplied address labels. The package was sent 6-29-2014. No payment was received after four weeks. I called and it was confirmed that the email addy for the PayPal account was incorrect. Two more weeks went by and no action. I recalled 8-21-14 and was told payment should be in my account within a few days. Payment was sent next day for \$55 much different than quote and confirmed price the week before. I was called back two days later and the man suggested that the market had fallen on this model searched site and they are still giving \$357 as quote! I conceded to \$225 from this man total.

I should not have to settle! The quoted price should be met. They have my phone, I cannot reclaim the phone. This is pure bait and switch!

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

① Price quote 8/25/14 2pg.

② PACKING SLIP

③ USPS LABEL

④ USPS TRACKING INFO

⑤ Eagle Order summary DATE 8/7/14 NO \$ AMT LISTED

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

DAVID P. HUNT  
Print Name

08/25/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other \_\_\_\_\_



The Green Electronics Trade-in Company Since 2002

support@ecyclebest.com

1-888-634-4409

Like 1.3k Follow 8+1 6

- iPhone
- Cell Phone
- Laptop
- iPad
- Tablet
- Samsung
- Smartphone
- About Us
- My Account

Home > Get a Quote

### Instant Quote for Apple iPhone 5S 16GB ATT

#### 1 Find Your Device

##### YOUR CASH BOX

iPhone 5S 16GB ATT  
\$357 Remove

Total Quote:  
**\$357**

ADD ANOTHER DEVICE

**What's Next?**

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

#### YOUR CASH BOX

iPhone 5S 16GB ATT  
\$357 Remove

Total Quote:  
**\$357**

ADD ANOTHER DEVICE

**What's Next?**

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

#### 2 See Our Best Offer

My iPhone:

Powers on and works fine

OR

Please check the condition or conditions that best describe your device if it doesn't power on.

Does Not Power On

Has a Damaged or Defective Screen

Has a Bad Battery

Depending on its condition, we can pay you as much as

**\$357**

ADD ANOTHER DEVICE and get more cash for your laptop, cell phone and tablet devices

CONTINUE and proceed to the final step

#### 3 Request Free Shipping and Packaging



SAME \$ AS QUOTE 6-29-14

## eCycle Best Blog

### Rise of a Rebellion

by Julian Garcia On Aug. 20, 2014



eCycle Best interviewed the founder of the Rebel Recycling program at UNLV, Tara Pike as she talks about the rise of a recycling rebellion.

[Read Full Article](#)

### Sativa Bags: Sustainable, Stylish, Solid

by Julian Garcia On Aug. 19, 2014



Sativa Bags: The bag that sustains more than a sturdy hold on your belongings.

[Read Full Article](#)

### Shop the Eco-Friendly Way: Top 5 Green Markets in Central North America

by Andrew Del Prado On Aug. 18, 2014



This week we at eCycle Best checked several green markets in North America to help you learn where to do your green shopping.

[Read Full Article](#)

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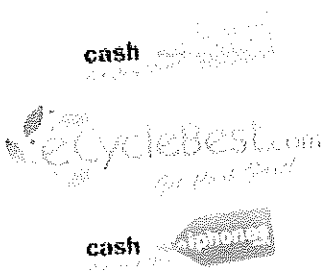
[Press](#)

[Contact Us](#)

## Connect With Us



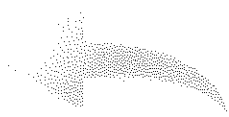
2



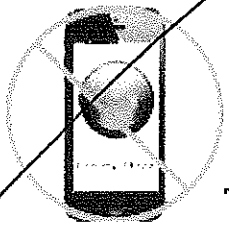
84 Coney Island Dr  
Sparks NV 89431  
1-888-821-1143

# Packing Slip

**IMPORTANT**  
Send this Packing Slip  
back with your device



<b>Order Date:</b>	06/29/14
<b>Name:</b>	David Hunt
<b>Address:</b>	610 STRAWBERRY LN
<b>City, State, Zip:</b>	Jackson, MO 63755
<b>Phone:</b>	573-270-7050
<b>Email:</b>	dunt001@charter.net
<b>Shipment Number:</b>	196784
<b>Device(s):</b>	Apple iPhone 5S 16GB ATT



**IMPORTANT!** Before mailing your device, please make sure you **TURN OFF** the **Find my iPhone** feature.

Learn how to switch off this setting here:

[www.ecyclebest.com/faq/find-my-iphone](http://www.ecyclebest.com/faq/find-my-iphone)

Turning off **Find my iPhone** helps the buyer inspect your device faster which means you get paid sooner.

*dhunt001@charter.net*

352

Hunt, David

426889

279878



FROM:  
JACKSON, YONKERS, NY 10594

POSTAGE DUE COMPUTED  
BY POSTAGE DUE UNIT

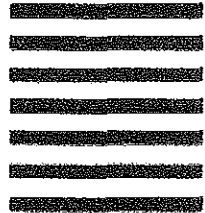
POSTAGE

TOTAL POSTAGE AND FEE DUE \$0.00

FIRST CLASS

0000

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



USPS TRACKING #



9321 6699 3200 0002 4478 50

196784

**MERCHANDISE RETURN LABEL**

PERIOD NO 10  
REVOLUTIONARY WAR

SPARKS NV 89431  
MERCANTILE AND CO

POSTAGE DUE UNIT  
US POSTAL SERVICE  
750 4TH ST  
SPARKS NV 89431-7419





English

Customer Service

USPS Mobile

Register / Sign In



Search USPS.com or Track Packages [Subr](#)

Quick Tools

Ship a Package

Send Mail

Manage Your Mail

Shop

Business Solutions

# USPS Tracking™



Customer Service ›  
Have questions? We're here to help.

Tracking Number: **932166993200002447850**

## Product & Tracking Information

**Postal Product:**  
First-Class Mail®

**Features:**  
Merchandise Return Service

DATE & TIME	STATUS OF ITEM	LOCATION
July 2, 2014 , 11:48 am	Delivered	SPARKS, NV 89431

Your item was delivered at 11:48 am on July 2, 2014 in SPARKS, NV 89431.

July 2, 2014 , 8:53 am	Out for Delivery	SPARKS, NV 89431
July 2, 2014 , 8:43 am	Sorting Complete	SPARKS, NV 89431
July 2, 2014 , 4:45 am	Arrived at Unit	SPARKS, NV 89431
July 1, 2014 , 2:56 am	Departed USPS Facility	HAZELWOOD, MO 63042
June 30, 2014 , 7:47 pm	Arrived at USPS Facility	HAZELWOOD, MO 63042
June 30, 2014 , 6:32 pm	Accepted at USPS Origin Sort Facility	HAZELWOOD, MO 63042

## Available Actions

[Text Updates](#)

[Email Updates](#)

## Track Another Package

What's your tracking (or receipt) number?

[Track It](#)

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- [No FEAR Act EEO Data](#) ›

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**ecyclebest.com**  
**Order Summary for:**

BRAND:	Apple
MODEL	IPhone 5S 16GB ATT
USER ID	279411
SHIPPING OPTION	Send me a box
PAYMENT OPTION	Paypal
SALE ID	426219

Thank you and congratulations for choosing [ecyclebest.com](http://ecyclebest.com) to turn your used device into fast, easy cash!

**Prompt Payment Policy:** We will mail your payment check (or pay you via Paypal if that is your choice) the next business day after we receive and inspect your device at our facility.

We will pay you as soon as we confirm condition of your device and payout amount (via email or telephone).

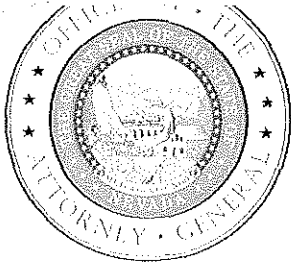
Please include all accessories including AC adapters and cables

Please pack all devices in this box

Please send back one copy of this summary sheet

[www.ecyclebest.com](http://www.ecyclebest.com)  
84 Coney Island dr.  
Sparks, NV 89431  
1-888-634-4409

[Return to previous page](#)



OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.
Carson City, NV 89701
Phone: 775-684-1100
Fax: 775-684-1108

555 E. Washington Ave., #3900
Las Vegas, NV 89101
Phone: 702-486-3420
Fax: 702-486-3768

www.ag.nv.gov

Received by:
Date Received:
Complaint Type:
Referred to: BCP, GI, IFU, OML, MFU, MFCU, PIU, WCFU

COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above...

INSTRUCTIONS: Please print your complaint in dark ink. You must print in all caps.

SECTION 1.

COMPLAINANT INFORMATION

Salutation: Mr. Mrs. Ms. Miss

Your Name: Sopa Blerim

Your Address: Last 710 W SmokeTree St First Wickenburg MI Arizona 85390

Your Phone Number: (928) 684-1748 (928) 231-0724

Home Cell Work Fax

Email: blair\_ka@hotmail.com Call me between 8am-5pm at: Home Cell Work

Age: Under 18 18-29 30-39 40-49 50-59 60 or older

BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Laptop and Desktop Repair LLC

Individual/Contact: Ann, Brian and Mike Costumer Service Agents

Individual/Business Address: Last 84 Coney Island Dr. First Sparks NV 89431

Individual/Business Phone: 888-821-1143

Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: http://www.cashforiphones.com/

SECTION 2.

Did you make any payments to this individual or business? Yes-Continue to Next Question No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I have sent them two items which offer was made in their website for Samsung Galaxy Note 3 T-mobile for \$353 and for iPhone 5s 16gb like new with out a box for \$393. I never received any counteroffer or even was tolled anything regarding what they will take or what was their final offer, I waited for over 10 days and they diced to send me a \$114 check. I sent them over 7 email informing them that I will not take any other offers than what I was first offer. I asked them in 5 different email to sent my items back I dint want any thing else and yet they have constantly refuse to do so and they keep telling me they check is in way I tolled them no sent my item, they just refuse to do so and wont even tell me if they change the first offer they made or anything else and they just sent me check with out me agreed to it. I called them on 8/29/2014 around

11 A.M waited on phone for over 45 minutes no answer left them a message never rerun my call.

Than I sent them email 3 different times and they never even reply to my inquiry. They called me on 8/30/2014 and they wanted me to take another \$300 and they waount even allow me to read my email to them that i was never received a counter offer or anything like that she just hangup when I try to explain to her that i never received a counter offer or anything like that. She kept telling me i had to call them so they payment wont go through i tolled what payment i was never tolled of any other offer i only was asked on all the email they sent me to call them if I had any other questions. She dint care to hear it she was just trying to force me to take another 300 dollar for the item the just one device cost more than that she dint care to hear anything else just wanted to make me aceppte they offer and hang up.

### SECTION 4.

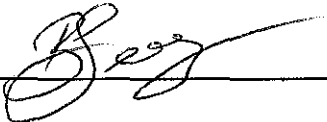
List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Signature   
08/30/2014  
Date (mm/dd/yyyy)

Blerim Sopa  
Print Name

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

THIS WHAT WAS THEIR OFFER AND NEVER INFORMED OF ANY CHANGES  
JUST SENT ME A CHECK FOR \$114 DOLLARS NOBODY IN THEIR RIGHT MINE  
WOULD TAKE THIS OFFER BUT THIS HOW THEY DO BUSINESS. 08/08/2014

## My Cashbox

[Sell now](#)

### Your Quote:

iPhone 5S 16GB Unlocked

\$393

[Remove](#)

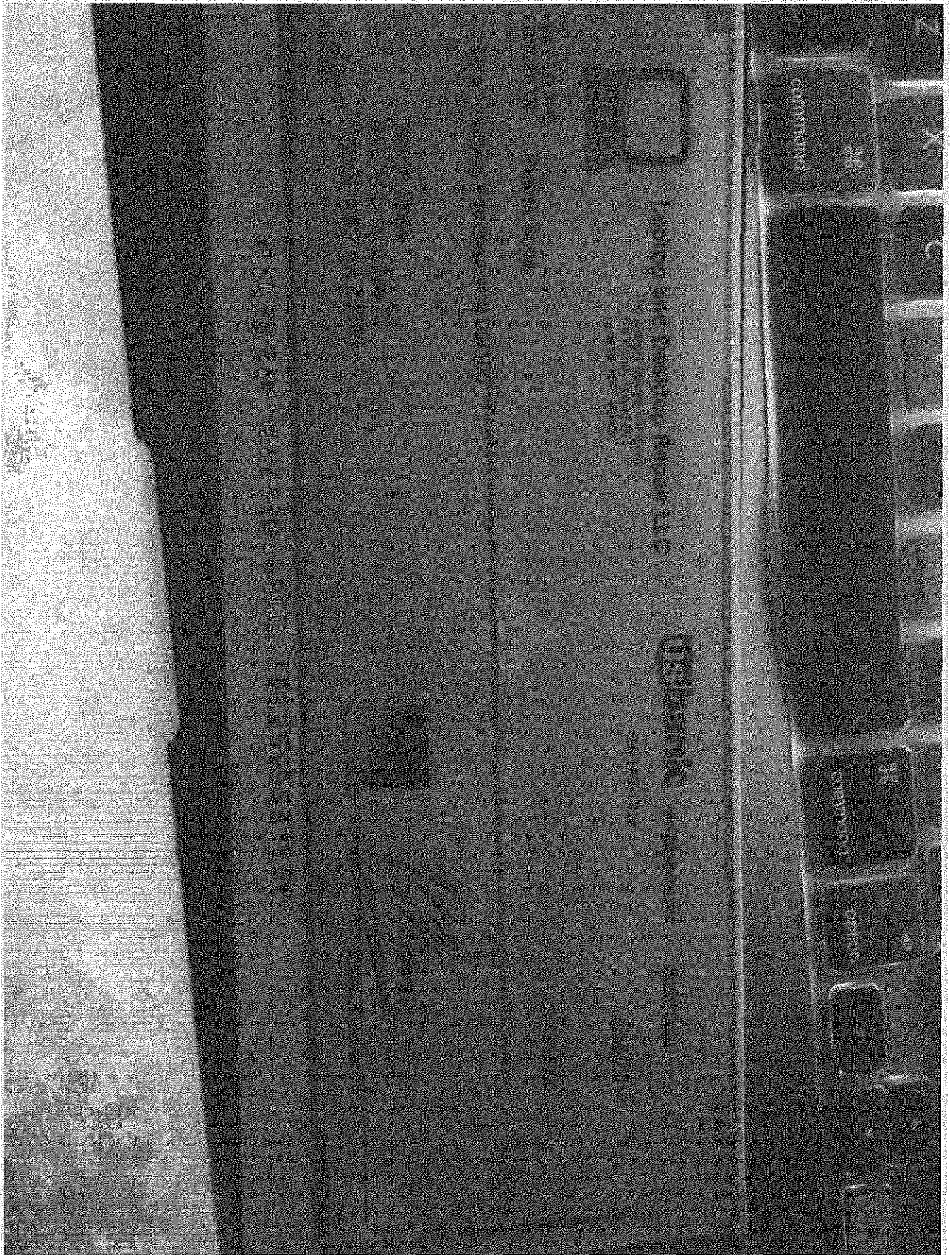
Galaxy Note 3 SM-N900T

\$358

[Remove](#)

**Total Quote:**

**\$751**



# RE: Order 452771 Status: Your Device Has Been Received

8/22/14

To: CashForLaptops Family of Websites

u have received the item last saturday and now its friday and yet nothing am sorry but if nothing by saturday please send my items back thank you.

From: support@cashforiphones.com

To: blair\_ka@hotmail.com

Subject: Re: RE: Order 452771 Status: Your Device Has Been Received

Date: Thu, 21 Aug 2014 10:36:55 -0700

Dear Blerim,

Thank you for your email. We have received your device. It is now going through the inspection process which will take 5-6 business days. Once inspection of your device has been completed, we will issue your payment the next business day.

Respectfully,

Ann



# RE: Order 452771 Status: Your Device Has Been Received

8/22/14

To: CashForLaptops Family of Websites



u have received the item last saturday and now its friday and yet nothing am sorry but if nothing by saturday please send my items back thank you.

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Subject: Re: RE: Order 452771 Status: Your Device Has Been Received

Date: Thu, 21 Aug 2014 10:36:55 -0700

Dear Blerim,

Thank you for your email. We have received your device. It is now going through the inspection process which will take 5-6 business days. Once inspection of your device has been completed, we will issue your payment the next business day.

Respectfully,  
Ann

# RE: Order 452771 Status: Your Device Has Been Received

8/20/14

To: CashForLaptops Family of Websites

just checkin to see what is going on with item i sent to you guys last week?

From: support@cashforiphones.com

To: blair\_ka@hotmail.com

Date: Thu, 14 Aug 2014 14:53:43 -0700

Subject: Order 452771 Status: Your Device Has Been Received

Dear Friend Blerim,

## **What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

## **What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

## RE: Order 452771 Status: Your Device Has Been Received

8/25/14

To: CashForLaptops Family of Websites

and the day has come and gone ant yet nothing. I was informed saturday that the payment/check will be issued/ sent out with one day and now moray is almost gone and nothing new or even a word what is going on with my payments.

I am asking to just sent my items back this is the worst kind u business i have ever bin involved with.

From: support@cashforiphones.com

To: blair\_ka@hotmail.com

Subject: Re: RE: Order 452771 Status: Your Device Has Been Received

Date: Sat, 23 Aug 2014 11:10:16 -0700

Dear Blerim,

Thank you for your email.

**Your payment is being processed. It will be issued/mailed within one business day.**

Respectfully,

Mike

## RE: Order 452771 Status: Your Device Has Been Received

8/22/14

To: CashForLaptops Family of Websites

I would like for the items back please this is ridiculous just sent my stuff back don't waste my time anymore thank you.

From: support@cashforiphones.com

To: blair\_ka@hotmail.com

Subject: Re: RE: Order 452771 Status: Your Device Has Been Received

Date: Thu, 21 Aug 2014 10:36:55 -0700

Dear Blerim,

Thank you for your email. We have received your device. It is now going through the inspection process which will take 5-6 business days. Once inspection of your device has been completed, we will issue your payment the next business day.

Respectfully,

Ann

Customer Service

888-821-1143

## RE: Blerim - Payment Check Mailed

8/27/14

To: CashForLaptops Family of Websites



this what i have bin tolled since last week and yet nothing. I NEVER GOT ANY RESPOND AS FAR THE OFFER I WAS GIVEN I HOPE THAT HASNT CHANGED BECAUSE I WILL NOT EXEPT ANY OTHER OFFERS.

From: support@cashforiphones.com  
To: blair\_ka@hotmail.com  
Date: Mon, 25 Aug 2014 15:45:58 -0700  
Subject: Blerim - Payment Check Mailed

Dear Blerim,

Thank you for recycling your Samsung Galaxy Note 3 SM-N900T!

### **What is happening?**

Your check has been printed and will be on its way to you in no time! Expect it to arrive in 2-5 business days. (Dear East Coast customers - please allow a few extra days!)

### **What do you need to do?**

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

### **Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: blair\_ka@hotmail.com

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

yeah i have called u customer service department and left message and called them again nobody pick up it simple, I WANT MY ITEMS BACK PERIOD. I WAS TOLLED BY POLICE I HAVE TO GIVE U GUYS 5 DAYS TO RETURN MY ITEM AND IF THAT DOESNT HAPPEN I WILL FILE COMPLAIN WITH POLICE DEPARTMENT AND CALL YOUR STATE ATTORNEY AND INFORM THEM HOW U GUYS DO BUSINESS. I HAVE TOLLED U GUYS IN 5 DIFFERENT EMAILS THAT I SENT THAT I WANT MY ITEM BACK I DO NOT WANT ANYTHING ELSE PERIOD. I WILL WAITED UNTILL NEXT THURSDAY TO RECIVE MY ITEM BACK AFTER THAT I WILL GO THROUGH THE POLICE DEPARTMENT AND STATE ATTORNEY PERIOD.

From: support@cashforiphones.com  
To: blair\_ka@hotmail.com  
Subject: Re: RE: Blerim - Payment Check Mailed  
Date: Fri, 29 Aug 2014 06:19:32 -0700

Dear Blerim,

I'm sorry that you're not happy with the payment you received for your device. We want to make sure you become a satisfied customer and so I would like to direct you to our customer service department so they can better assist you with this situation. Please contact 888-821-1143 An agent will be available to assist you from 7am-4pm PST Monday through Friday.

Respectfully,

Ann

hey I need my items back there no way in hell am take the fucking money u sent me \$114 u most be very fucking stupid people. I NEED THE ITEMS BACK RIGHT AWAY U HAVE 5 DAYS TO DO SO AND THAN I WILL FILE A POLICE REPORT AND INFORMED THE BETTER BUSINESS BURE AND IF I HAVE TO I WILL CALL THE HIGHEST COURT OR FBI WHATEVER IT TAKES TO GET MY STUFF BACK. I SHOULD HAVE READ THE REVIEWS BEFORE SENDING MY STUFF TO YOU GOUYS.

From: support@cashforiphones.com

To: blair\_ka@hotmail.com

Subject: Re: RE: Order 452771 Status: Your Device Has Been Received

Date: Thu, 21 Aug 2014 10:36:55 -0700

Dear Blerim,

Thank you for your email. We have received your device. It is now going through the inspection process which will take 5-6 business days. Once inspection of your device has been completed, we will issue your payment the next business day.

Respectfully,

Ann

Customer Service

888-821-1143

Hours of operation: Mon-Fri, 7 a.m. to 4 p.m. PST

[www.CashforLaptops.com](http://www.CashforLaptops.com)

[www.CashforiPhones.com](http://www.CashforiPhones.com)

[www.CashforBerries.com](http://www.CashforBerries.com)

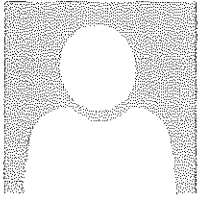
[www.CashforSmartPhones.com](http://www.CashforSmartPhones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!



Here is your Pre-Paid Label, Ship your Samsung today!

CashForLaptops Family of Websites (support@cashforiphones.com) Add to contacts 8/09/14  
To: blair\_ka@hotmail.com



Dear Blerim,

You can follow this link and re-print your prepaid shipping label.

[Click here to re-print your prepaid shipping label](#)

**Ship Fast, Get Paid Fast**

Click the link above to print your label.

Put your device in a box with plenty of padding to protect it.

Don't delay, your old device will never be worth as much as it today!

**iPad Contest!**

If you ship back within 2 business days -

You are automatically entered to win an iPad!

**It's Easy, Convenient and FREE, with 3 convenient ways to send your device via USPS!**

- Give the package with the label adhered to your USPS postal carrier, or
- Drop off the package at the nearest USPS location, or
- Schedule a FREE pick-up using this link:

**>>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!<<<<<**

**You have money waiting for you to take the next step**

Please send us the Samsung quickly, so that we can purchase it quickly.

If you have any questions, please don't hesitate to call

**1-888-821-1143**

Thank you for choosing to sell your device to us,

**Brian**

Customer Satisfaction Champion

# Blerim, Cash is Waiting For You!

CashForLaptops Family of Websites Add to contacts 8/10/14

To: blair\_ka@hotmail.com



Dear Blerim,

You can click the link below to quickly receive cash for your Apple.

**[Click here to print your prepaid shipping label](#)** - find a small box and ship your Apple to us today to get your cash

## **Remember Your Free Bonus Gift**

If you ship back within 5 business days, you'll receive a Free Bonus Gift.

**It's Easy, Convenient and FREE, with 3 convenient ways to send your laptop via USPS!**

- Give the package with the label adhered to it to your USPS postal carrier
- Drop off the package at the nearest USPS post office

- Schedule a FREE pick-up using this link: [www.USPS.com/pickup](http://www.USPS.com/pickup)

**Your cash is waiting for you...**

But you do need to send us the Apple.

If you have any questions, please don't hesitate to call now...

EcycleBest / CashForLaptops family of websites 1-888-821-1143

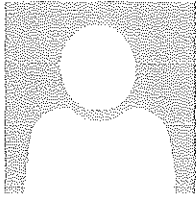
Thanks,

**Brian**  
Customer Satisfaction Champion

# Don't wait too long to get your \$393.00

CashForLaptops Family of Websites Add to contacts 8/11/14

To: blair\_ka@hotmail.com



Hi Blerim,

This is a friendly reminder in case you haven't shipped your iPhone 5S 16GB Unlocked to us yet. Let us know if there are any shipping concerns that we can assist you with. Your convenience is our top priority.

If you need another copy of your prepaid shipping label, you can download it [here](#).

If you've already sent your device, thank you! We will contact you as soon as the inspection and evaluation are complete. Depending on the current volume we are processing, your device will be inspected within 5-6 business days after its arrival at our Nevada facility.

Did you know that we give away an iPad every month? You are qualified to join this exclusive raffle if you send us your device within 7 days of receiving the free shipping box that we sent. To qualify using your own box, you must mail your device within 7 days of receiving the online pre-paid shipping label. You can visit [this link](#) to learn more

about this exciting promo.

We would love to include you in this month's draw! All you need to do is ship us your device today.

Thanks,

**Brian**

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

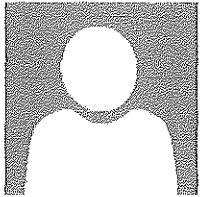
### Your Transaction Summary

Brand	Apple
Model	<b>iPhone 5S 16GB Unlocked</b>
User ID	<b>297513</b>
Shipping Option	<b>Send me packaging and pre-paid shipping label</b>
Payment Option	<b>Check</b>
Sale ID	<b>452770</b>

# Order 452770 Status: Thank You For Shipping Your Apple iPhone 5S 16GB Unlocked

Add to contacts 8/12/14

To: blair\_ka@hotmail.com



Dear Blerim,

Thank you for shipping your Apple iPhone 5S 16GB Unlocked to us!

Your package should arrive at our processing center within the next 5-7 business days. The USPS tracking number for your device is 7251085390011488010002181414. You can use this number at <https://www.usps.com> to track the progress of your package. You will also receive a notification email once we have received your package.

We sincerely appreciate your business and look forward to sending you cash!

Your cashforiphones.com Team  
support@cashforiphones.com

# Order 452771 Status: Thank You For Shipping Your Samsung Galaxy Note 3 SM-N900T

Add to contacts 8/12/14

To: blair\_ka@hotmail.com



Dear Blerim,

Thank you for shipping your Samsung Galaxy Note 3 SM-N900T to us!

Your package should arrive at our processing center within the next 5-7 business days. The USPS tracking number for your device is 7251085390011488010002181414. You can use this number at <https://www.usps.com> to track the progress of your package. You will also receive a notification email once we have received your package.

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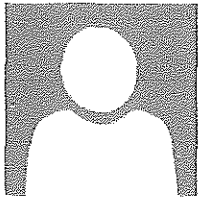
Your cashforiphones.com Team  
support@cashforiphones.com



# Order 452770 Status: Thank You For Shipping Your Apple iPhone 5S 16GB Unlocked

Add to contacts 8/12/14

To: blair\_ka@hotmail.com



Dear Blerim,

Thank you for shipping your Apple iPhone 5S 16GB Unlocked to us!

Your package should arrive at our processing center within the next 5-7 business days. The USPS tracking number for your device is 7251085390011488010002181414. You can use this number at <https://www.usps.com> to track the progress of your package. You will also receive a notification email once we have received your package.

We sincerely appreciate your business and look forward to sending you cash!

Your cashforiphones.com Team  
support@cashforiphones.com

# Order 452771 Status: Your Device Has Been Received

Add to contacts 8/14/14

To: blair\_ka@hotmail.com



Dear Friend Blerim,

## **What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

## **What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to kep in mind:

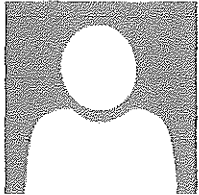
We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

# Re: RE: Order 452771 Status: Your Device Has Been Received

Add to contacts 8/21/14

To: blair\_ka@hotmail.com



Dear Blerim,

Thank you for your email. We have received your device. It is now going through the inspection process which will take 5-6 business days. Once inspection of your device has been completed, we will issue your payment the next business day.

Respectfully,

Ann

Customer Service

888-821-1143

Hours of operation: Mon-Fri, 7 a.m. to 4 p.m. PST

[www.CashforLaptops.com](http://www.CashforLaptops.com)

[www.CashforiPhones.com](http://www.CashforiPhones.com)

[www.CashforBerries.com](http://www.CashforBerries.com)

[www.CashforSmartPhones.com](http://www.CashforSmartPhones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!

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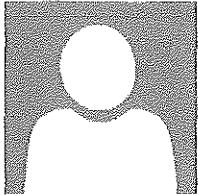
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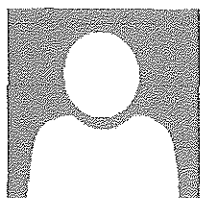
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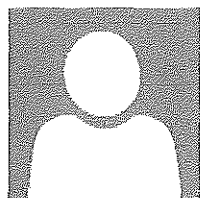
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This is just few people to mention with the same issues as i have with this company.



**steve g.**  
Emeryville, CA

21 friends

19 reviews

**Share review**

**Compliment**

**Send message**

**Follow steve g.**

7/25/2014

Fucken scammers.. Quoted me \$72 received \$6

Everything worked, but the fan ....hard drive was perfect, I even cleaned it before sending it with an external hard drive.

Do not ever do business with these people...



**Anthony C.**  
Fremont, CA

48 friends

22 reviews

**Share review**

**Compliment**

**Send message**

**Follow Anthony C.**

8/8/2014

Stay far away from this website as humanly possible. I have come out of yelp retirement just to review this place. I had an old iPhone 4s lying around and I didn't want to deal with the hassles of craigslist or ebay. And since in the past I had no issues using Gazelle( a similar service). I thought, what the hell, they had quoted me \$155 which was higher than the other websites.

Everything went smoothly at first, the setup took no more than 5 minutes, and I got the shipping box within a few days. I packed up the iPhone and dropped it off at the local postal office. A few days after that I get an email saying a check will be coming for my phone. I replied the email asking if they can tell me what the check amount is.

This is when trouble started. I get an email telling me to call the customer service, sure no problem. I do that, but then I am re-routed to 3 different people all giving me run arounds, finally I am transferred to the manager. The manager tells me my check amount is \$11!!!!!! Are you fucking kidding me? I would have gotten a better deal if I just went to the local mall and tried to sell it for \$50, I'm sure most people would have taken that.

As nice as I can I ask why was I given such a low price, the lady said that it was because the front camera did not focus properly. Well, first of all I tested everything before I sent anything and second, there were no scratches or damages on the phone, so I couldn't believe the sudden low quote and felt the lady was lying. So I told her to just send my phone back because I am 100% sure I can get way more than \$11.

Out of nowhere she tells me she will add \$40 to the check. Hmmmmm strange, why would any legit company suddenly just add money like it is nothing? Why not just have given me that amount to begin with? I was still unhappy and counter offered. Anyway after about 10 minutes of aggressive flea market bargaining, I somehow got the check to \$85. Still way below the original quoted price, but I felt pretty much powerless and I was afraid they would send back some really messed up phone.

Lesson learned - always do your research, if I hadnt' been so trustworthy and read the reviews on here I would have just ended up using ebay or craigslist. Stay far away from this company, you have been warned.



**Gina M.**  
Phoenix, AZ

17 friends

15 reviews

[Share review](#)

[Compliment](#)

[Send message](#)

[Follow Gina M.](#)

5/1/2014

I can not even rate this company 1 star! I have called , this company is a SCAM! I spoke with Kevin who first offered me 110.00 when I was originally quoted 295.00 .

He states my phone is not flawless. I have pictures of my phone it is in perfect condition. I have requested the phone be sent back to me and I am reporting this company to the Nevada Attorney General once I get my phone back.



**Nathan M.**  
San Diego, CA

7 friends

5 reviews

[Share review](#)

[Compliment](#)

[Send message](#)

[Follow Nathan M.](#)

10/9/2013

Bait and switch!

The price they quote online is wildly overstating the amount that they actually end up offering. In their own words (after the inspection) my phone had "no mechanical issues, and very little wear" and yet they offered me less than half of the online quote.

Even their online quotes for phones that "Do not power on", "Have damaged or defective screens", or "Have bad battery" are well above what they offered me for my perfectly functioning iPhone.

If I had known that beforehand I would have just traded it in to Apple when I bought my new one.



**Janmichael J.**  
Phoenix, AZ

65 friends

13 reviews

[Share review](#)

[Compliment](#)

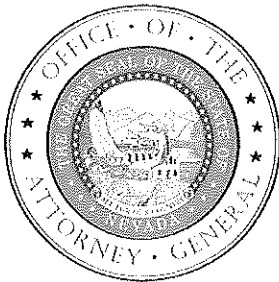


**Send message**

**Follow Janmichael J.**

10/13/2012

Where to start... I would highly advise to NEVER use this company to sell anything electronic because they will robb you. I should have looked into the company further but at the time was not really thinking about the possibility of the company being disingenuous.... OOPS my mistake. To say the least this company is pretty much like a pawn shop only conducts business over the telephone and through the postal mail. BE AWARE, you are only given up to \$100 as merchandise insurance (in case of them deciding to keep your item and then basically saying oh we will investigate you item, when in fact, they never had any intentions on returning your merchandise). I also caught the customer service rep in so many blatant lies and its one thing to be a liar and its a whole other story when the liar is a BAD one. Back to the insurance issue. If you decide to make the wrong decision and use this company make sure you opt for an increase on \$ dollar amount so that your computer is completely covered in the event of your laptop just disintegrates before your eyes. They are real quick to send you the materials so they can have your items Further more its just a big mess in the end and you the customer/consumer ends up getting cheated. I can't believe this company is still in business.. Honestly. Spare the head ache and the financial loss you could be facing and avoid this company. JEZ SAYN!!



STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

For official use only

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
*(Stamp here)*

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: OKEEFE EDWARD J  
Last First MI

Your Address: 1226 Hickory Lane Deland.Florisa 32724  
Address City State Zip

Your Phone Number: 386 235 8540  
Home Cell Work Fax

Email: edokeefe@mail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash for Laptop and I Phones

Individual/Contact: Brian Purchasing Manager  
Last First Job Title (Example: CEO)

Individual/Business Address: Sparks,NV  
Address City State Zip

Individual/Business Phone: 888 821 1143  
Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: www.cashforiphones.com

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

I have emailed them several times

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I had two iPhones I wanted to recycle...I contacted the party in mention and recieved two quotes \$73.00 and \$93.00 for the phones. I sent the phones in their packaging as they requested,I also included 2 Otterboxes as I no longer needed them,the Phones were in pristine condition as they were protected by Otterbox from time of purchase. A few days later I recieved 2 checks one for \$12 and one for \$14.00. I contacted them and they replied thats what you get. I took the checks and deposited them ...they were returnrd ...the bank they were drrawn on wouldnt honor them. All I want is for them to do the right thing. I am 75 yrs old and I am from old school your word is your bond.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*Edward J OKeefe*  
Edward J OKeefe  
Signature

Edward J OKeefe  
Print Name

8/18/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

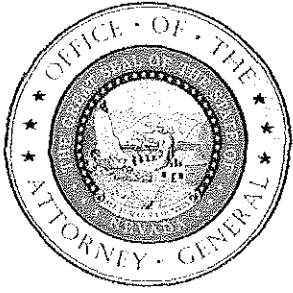
- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100              Phone: 702-486-3420  
 Fax: 775-684-1108                  Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
(Stamp here)

OS  
SEP 14  
9-01

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Millar Gina L  
Last First MI

Your Address: 9605 S 48th St Apt 1016 Phoenix AZ 85044  
Address City State Zip

Your Phone Number: 4807517475 4807517475  
Home Cell Work Fax

Email: ginamillar@outlook.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash for Laptops

Individual/Contact: Kevin in CS and Ann via Email  
Last First Job Title (Example: CEO)

Individual/Business Address: 4900 Ampere Dr Ste 102 Reno, NV 89502  
Address City State Zip

Individual/Business Phone: 775 552 3203  
Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: cashforlaptops.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint.** You may use additional sheets if necessary.

My complaint is:

This company buys and sells electronics such as iPhones and Computers. I went online and received a quote for my iPhone of 295.00 . My phone is flawless. I waited for them to inspect it and they sent me an email to call them at the above number. I called and when I called they had the nerve to offer me 110.00. I then looked them up on the internet and saw they scam people by offering more money then when you call to get the transaction completed they bait and switch with you . This is no way to run a business. To boot they are rude and speak very condescending.

### SECTION 4.

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

[Print](#)[Close](#)

## Gina, You're 1 Step Away From Your \$295.00

From: **CashForLaptops Family of Websites** (support@cashforiphones.com)  
Sent: Fri 4/18/14 7:22 PM  
To: ginamillar@outlook.com

Dear Gina,

Hi, it's Brian, purchasing manager at EcycleBest / CashForLaptops family of websites. You've made a really smart move by deciding to turn your iPhone 5 16GB Verizon into cash. Here are a few tips on how this works:

- **Get Ready for Your Personal Countdown to Cash!**

Watch the mail for your pre-paid laptop return shipping box. It is being being sent to you right now and will arrive at your doorstep in 5-7 business days.

- **Act Fast And Get Our Special Bonus Gift!**

If you ship your device back to us within 5 business days of receipt, you will receive a Special Bonus Gift.

- **Important Tip: We will erase and detroy all the data on your device.**

Upon receipt of your device, our company will immediately perform a professional CLEAN WIPE of all your data and software.

- **Send The Package Back Fast and Get The Cash Even FASTER!**

In most of transactions - we mail or deposit money into your PayPal account the VERY NEXT DAY after we receive your device in the mail.

- **Hurry UP, Ship Your Device Back ASAP!**

The countdown is on. For cash. For your special gift. And to put an old device to good use.

Thanks,

**Brian**

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

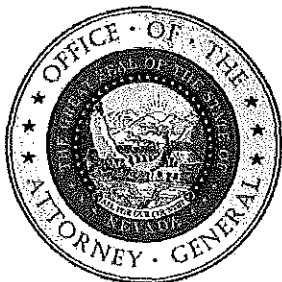
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)



**Your Transaction Summary**

<b>Brand</b>	Apple
<b>Model</b>	iPhone 5 16GB Verizon
<b>Shipping Option</b>	Send me packaging and pre-paid shipping label
<b>Payment Option</b>	Check
<b>Sale ID</b>	392948



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108

555 E. Washington Ave., #3900 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3768

[www.ag.nv.gov](http://www.ag.nv.gov)

*For official use only.*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
(Stamp here)

CS  
4/15/13  
30

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Austin Dale A

Last First MI

Your Address: 155 Olympic Way Kent WA 98030

Address City State Zip

Your Phone Number : 253-277-1099 208-830-8448 206-340-4490

Home Cell Work Fax

Email: austin173@comcast.net Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash for Laptops

Individual/Contact: \_\_\_\_\_

Last First Job Title (Example: CEO)

Individual/Business Address: 4900 Ampere Drive, Suite 102 Reno NV 89502

Address City State Zip

Individual/Business Phone: \_\_\_\_\_

Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: www.cashforlaptops.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

After looking at their web site they offered \$270.00 for an iPhone 5 in excellent condition. I had an iPhone 5 that was perfect. I had updated to a 5S and didn't need the 5. I submitted my information and they send me a shipping box with instructions for packing and shipping. After many emails and messages from them I finally made contact and they said they would give me \$50.00 for the phone because of "pressure damage" to the phone. I asked if the box they supplied was damaged but they didn't have that information. They continually offered \$50.00 and I asked them to send the phone back to me. They said they weren't responsible for any damage (according to their agreement) even though they supplied the packing material and box. I checked on line (I should have looked at reviews first) and found multiple cases of the low ball price issue. I believe they are a scam outfit looking to make a fast dollar by subterfuge. This also may be a case of mail fraud as they use the US Postal Service for shipping.

### SECTION 4.


List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

Dale Austin  
Print Name

4/10/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

**Ethnic Identification:**

**Primary Language:**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

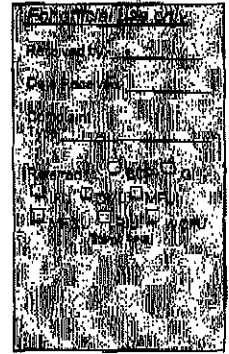
2/10/14 7:35  
2/11/14 9:37



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108	556 E. Washington Ave., #3900 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3768
--	--

www.ag.nv.gov



## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (It is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Phillips John E  
Last First MI

Your Address: 283 Orchard Park Dr, Advance, NC 27008  
Address City State Zip

Your Phone Number: 338-817-7034  
Home Cell Work Fax

Email: jephlli1@gmail.com Call me between 8am-6pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cashforlaptops.com

Individual/Contact: Landon  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Dr, Sparks, NV 89432  
Address City State Zip

Individual/Business Phone: 775-552-3203  
Work Mobile Fax

Individual/Business Email: Support@cashforlaptops.com

Individual/Business Web Site: www.cashforlaptops.com

### SECTION 2.

Did you make any payments to this Individual or business?  Yes--Continue to Next Question  No--Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:  
Bait and Switch:

Sold two Iphone 4s 16 gig to company. They quoted me \$150.00 for each. I mailed the iPhones to them and it took three weeks to get there. They called me and said something was wrong with them and they could only offer \$140.00 for for each. I said Ok and they sent me \$140.00 to my paypal account. I called them and ask for the additional \$140.00. They then tell the the \$140.00 was for both of the phones. I feel they used the Bait and Switch tactic on me.

Also enclosed is a copy of my email to the company and Yelp reviews repressing the same Bait and Switch scheme.

Thank you for your help,

John Phillips  
338-817-7034

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

Copy of Email and Yelp reviews

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is not my private attorney, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does not represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*John E Phillips*

John E Phillips

Signature

Print Name

2/10/2014

Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

~~For information only, this section is not intended to help our officials make the Nevada complaint filing process any easier. It is for your information only.~~

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

**Ethnic Identification:**

**Primary Language:**

Income below federal poverty guideline

White/Caucasian

English

Disaster victim

Black/African American

Spanish

Person with disability

Hispanic/Latino

Other: \_\_\_\_\_

Medicaid recipient

Native American/Alaskan Native

Military service member

Asian/Pacific Islander

Veteran

Other: \_\_\_\_\_

Immediate family of service member/veteran

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office

Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website

AG Social Media Sites  Media: Newspaper/Radio/TV  Other \_\_\_\_\_

2/10/2014

Gmail - Order 352100 Status: John, Your Device Has Been Inspected



John F Phillips <jephilli1@gmail.com>

**Order 352100 Status: John, Your Device Has Been Inspected**

2 messages

**CashForLaptops Family of Websites** <support@cashforiphones.com>  
To: Jephilli1@gmail.com

Thu, Jan 30, 2014 at 2:21 PM

Hi John,

Great news-- we just finished inspecting your Apple iPhone 4S 16GB ATT !

The best thing is, you'll receive a call directly from our staff in only 24-48 hours (other than weekends). Then you'll know exactly how much cash you'll get.

**Now You Can Relax...**

Your work is done, and we're completing ours shortly. No need for you to follow-up: we have you covered!

Just sit back, relax, and let us call you. You have nothing left to do but receive your cash.

If %phonenumber% isn't the best number to reach you, simply reply to this email at your leisure, and let us know your most convenient number. Otherwise, do nothing and we'll be in touch quickly.

**Rest assured, it's nothing but easy from here .** Expect our call in 24-48 hours (excluding weekends) telling you exactly how much money you'll receive.

Simple as that. Now, get on with your day, enjoy, and you'll hear from us shortly!

Sending your cash soon,

**Brian**

Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email

Cash for iPhones | Facebook | Twitter | Email

eCycle Best | Facebook | Twitter | Email

**CashForLaptops Family of Websites** <support@cashforiphones.com>  
To: Jephilli1@gmail.com

Thu, Jan 30, 2014 at 2:32 PM

Hi John,

Great news-- we just finished inspecting your Apple iPhone 4S 16GB ATT !

The best thing is, you'll receive a call directly from our staff in only 24-48 hours (other than weekends). Then you'll know exactly how much cash you'll get.



2/10/2014

Mail - Order 352100 Status: John, Your Device Has Been Inspected

**Now You Can Relax...**

Your work is done, and we're completing ours shortly. No need for you to follow-up: we have you covered!

Just sit back, relax, and let us call you. You have nothing left to do but receive your cash.

If %phonenumber% isn't the best number to reach you, simply reply to this email at your leisure, and let us know your most convenient number. Otherwise, do nothing and we'll be in touch quickly.

**Rest assured, it's nothing but easy from here** . Expect our call in 24-48 hours (excluding weekends) telling you exactly how much money you'll receive.

Simple as that. Now, get on with your day, enjoy, and you'll hear from us shortly!

Sending your cash soon,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email  
Cash for iPhones | Facebook | Twitter | Email  
eCycle Best | Facebook | Twitter | Email

2/10/2014

Gmail - CashForLaptops/eCycle Best feedback request



John E Phillips <jephill1@gmail.com>

### CashForLaptops/eCycle Best feedback request

John E Phillips <jephill1@gmail.com>

Wed, Feb 5, 2014 at 9:08 AM

To: CashForLaptops Family of Websites <support@cashforiphones.com>

I mailed you two iPhones and have only been paid for one. When will I receive payment for second one?

John Phillips  
336-817-7034

On Fri, Jan 31, 2014 at 11:04 AM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Cashforlaptops/eCycle – tell us about your experience!

Thank you for taking time to give us feedback about your recent gadget trade-in experience with CashForLaptops/eCycle family of websites. We need to hear from customers like you on how we are doing. We appreciate your time and wish to make it very easy for you so this feedback form should only take a couple of minutes to complete.

***Please keep one thing in mind while selecting responses to the questions we want to know more about:***

This feedback form is normally reported to the management team in consolidated form in biweekly intervals. Any extraordinary information, once analyzed, is passed onto the management team on a weekly basis. ***So please do not use this form to request that someone contact you from CashForLaptops/eCycle family of websites as it may not get seen in a timely manner.***

Thank you for your feedback!

Please click here to: Give us your feedback and share your experience

2/10/2014

Gmail - Re: Re: CashForLaptops/eCycle Best feedback request



John E. Phillips <jephll1@gmail.com>

**Re: Re: CashForLaptops/eCycle Best feedback request**

CashForLaptops Family of Websites <support@cashforlaptops.com>  
To: Jephll1@gmail.com

Wed, Feb 5, 2014 at 2:07 PM

Dear John,

Thank you for your email, Once the inspection was complete, we assessed a value for each device, and deemed them at a value of \$140 total for the 2. As per the agreement made with the rep on 1/31/14 we processed payment to your paypal account. I'm happy to hear you received your payment, and I hope you have a wonderful day, you deserve it.

If you have any further questions or concerns please feel free to contact us Mon-Fri 6:00am to 4:00pm PST, at 775-552-3203

We appreciate your business,

Cash4Family

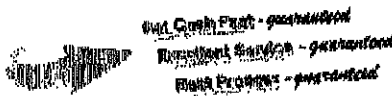
Customer service

Landon

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today!  
Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!

2/10/2014

About | CashForLaptops



Questions? 1-888-821-2143

7am to 4pm PST Mon - Fri

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[Contact Us](#)

[Login](#)

[Register](#)

HOME > ABOUT US

## About Us

Type model number: Dell XPS, iPhone, etc.



### The Trusted Solution In Laptop Refurbishment Since 2002

Based in Sparks, Nevada, our company pioneered exchanging cash for old, used and broken laptops. Not only that: We are the first to come up with the idea of paying for the packaging and shipping fees of our customers. This is because we want individual and business consumers to reap the financial rewards of going green by becoming responsible laptop owners. We do business with three important goals in mind: Reduce, Reuse and Refurbish.

#### Business Built on Benefits.

We want to keep you and our environment happy. If you kiss that beat-up, cranky and hopeless laptop goodbye, we'll pay cold, hard cash. We will even go to great lengths to properly and ethically dispose of e-waste. The professional solutions we provide will afford you security and convenience. The protocols we observe will strongly aid environmental conservation.

#### Bye-Bye Old, Hello New.

You are one of the three types of laptop consumers: (A) the stayers, (B) the satisfied switcher and (C) the dissatisfied switcher. A's are loyal - they never switch brands and just want an upgrade. B's are go-getters - they want better options from better brands. C's are ascetics - they have bleak options so they look for better brands. Whether you're an A, B or C, the goal is constant to get rid of that unwanted laptop and make life so much easier. That's precisely what we're here for - to help you take the first step towards the right option, right here, right now, by giving a quote that will meet your next purchase and at the same time get rid of that clutter lying around the house or the office gathering dust.

#### Convenience Right at Your Fingertips.

Your time matters to us so we make sure that online transactions are hassle-free. A few taps on the keyboard, a few clicks on the mouse and you have a quote in less than a minute. Just to prove how dead serious we are in making sure that everything is easy as pie, we will limit ourselves to three no-brainer questions and give you a quote. Why bother with techy jargon? We buy any laptop that falls under the categories old, used and broken. If we meet on the same page, we'll buy what you're willing to sell. It'll also be great if you allow us to pay for the packaging box and shipping cost. This is how badly we want to help you discard that laptop that has "get rid of me" flashing on its monitor every time you turn it on - if it even powers on.

#### Trust is Our Trademark.

Safeguarding your online and offline information is our mission. We have VeriSign and TRUSTe certifications under our belt. Moreover, if you sell us your laptop, the first thing we'll do is reformat the hard disk and make sure every bit of data is deleted - no possible way to retrieve any information back. To us, your privacy is paramount.

#### The Good in Going Green.

How green are we? Green enough to be a Green Certified Site - a web badge we share with IBM, Harvard University and other organizations and companies that aim to keep their carbon footprint small. This means we operate our website using the least amount of energy possible so we generate the least amount of Carbon Dioxide (CO2). We also have a hard-earned recycling permit from the State of Nevada. Simply put, we take pains to inspect, disassemble, sort and process laptops to keep useful components and dispose of the useless ones. We only submit to the hard-and-fast rules of the existing state and federal solid- and hazardous-waste regulations. Selling your laptop into good hands means you contribute to keeping large quantities of toxic wastes like lead, mercury and cadmium out of landfills.

84 Cohey Island Drive Sparks, NV 89432

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2/10/2014

Whois Lookup | Domain Availability - Registration Information

United States - English Currency USD

24/7 Support (480) 506 8877

Sign In Register Cart



All Products Domains Websites Hosting & SSL Get Found Email & Tools Support

WHOIS search results for: CASHFORLAPTOPS.COM (Registered)

Is this your domain?

Add hosting, email and more.

GO

Want to buy this domain?

Get it with our Domain BuySense.

GO

Domain already taken?

Enter Domain Name .com Search

NameMatch Recommendations

GoDaddy.com NameMatch has found similar domain names related to your search. Registering multiple domain names may help protect your online brand and enable you to capture more Web traffic, which you can then direct to your primary domain.

Domains available for new registration:

Table with columns: Alternates To, Domain, Price, and Savings. Includes domains like cashforlaptops.us, .mobi, .me, .ws, .tv, .cc, .asia.

ADD TO CART

Domains available at Go Daddy Auctions:

Table with columns: Domain, Ends on, Price. Includes domains like cashforlaptops.net, bestlaptopsonline.com, sendcashonline.com, ultralaptops.com, washingtonlaptops.com, laptops-sale.com.

VIEW LISTING

Learn more about

- Private Registration, Business Registration, Deluxe Registration, Protected Registration

Domain Name: cashforlaptops.com
Registry Domain ID: 117519792\_DOMAIN\_COM-VRSN
Registrar WHOIS Server: whois.melbourneit.com
Registrar URL: http://www.melbourneit.com.au
Updated Date: 2011-05-04T04:56:20Z
Creation Date: 2004-04-18T03:19:47Z
Registrar Registration Expiration Date: 2015-04-18T03:19:47Z
Registrar: Melbourne IT Ltd
Registrar IANA ID: 13
Registrar Abuse Contact Email: abuse@melbourneit.com.au
Registrar Abuse Contact Phone: +61-386242300
Domain Status: clientTransferProhibited
Registry Registrant ID:
Registrant Name: Laptop&Desktop repair
Registrant Organization:
Registrant Street: PO Box 61359
Registrant City: Sunnyvale
Registrant State/Province: CA
Registrant Postal Code: 94088
Registrant Country: US
Registrant Phone: +1.5105952002
Registrant Phone Ext:
Registrant Fax:
Registrant Fax Ext:
Registrant Email: contact@myprivateregistration.com
Registry Admin ID:
Admin Name: Admin PrivateRegContact
Admin Organization:
Admin Street: PO Box 61359 registered post accepted only
Admin City: Sunnyvale
Admin State/Province: CA
Admin Postal Code: 94088
Admin Country: US
Admin Phone: +1.5105952002
Admin Phone Ext:
Admin Fax:
Admin Fax Ext:
Admin Email: contact@myprivateregistration.com
Registry Tech ID:
Tech Name: TECH PrivateRegContact
Tech Organization:
Tech Street: PO Box 61359 registered post accepted only
Tech City: Sunnyvale
Tech State/Province: CA
Tech Postal Code: 94088
Tech Country: US
Tech Phone: +1.5105952002
Tech Phone Ext:
Tech Fax:
Tech Fax Ext:
Tech Email: contact@myprivateregistration.com
Name Server: NS1.CASHFORLAPTOPS.BIZ
Name Server: NS2.CASHFORLAPTOPS.BIZ
DNSSEC: unsigned
URL of the ICANN WHOIS Data Problem Reporting System: http://wdprps.internic.net
Last update of WHOIS database: 2014-02-10T13:01:32Z

TERMS OF USE OF MELBOURNE IT WHOIS DATABASE

The WHOIS database is operated by Melbourne IT Ltd ('we', 'our' or 'us'). Your access to, and use of, our WHOIS database and the information made available on our WHOIS database is subject to these Terms of Use and our Privacy Policy. All information contained in our WHOIS database is provided 'as is'. We take no responsibility for any error or omission in our WHOIS database. The data in our WHOIS database is provided to you for your information only. You may use the information in our WHOIS database only for the purpose of obtaining information about or related to a domain name registration record ('Permitted Purpose'). You agree not to use high-volume, automated electronic processes to access or query our WHOIS database. By submitting a WHOIS query to us, you agree that you will only use the data obtained from a WHOIS query for the Permitted Purpose and for lawful purposes, and that you will not: (a) allow, enable, or otherwise support the transmission of mass, unsolicited, commercial advertising or solicitations by e-mail, telephone, or facsimile; or (b) enable high volume, automated, electronic processes that send queries or data to the

2/10/2014

Whois Lookup | Domain Availability - Registration Information

systems of any Registry Operator or ICANN-Accredited registrar, except as reasonably necessary to register domain names or modify existing domain name registrations. You also agree that the copying, reproduction, translation, compilation, re-packaging, dissemination or other use of the data in our WHOIS database is prohibited without our prior written consent. We reserve the right to terminate your access to our WHOIS database at any time, and for any reason, including (without limitation) if you fail to comply with any provision of these Terms of Use, or we consider that you are excessively querying our WHOIS database. These Terms of Use may be modified by us at any time without notice by our amending the Terms of Use on this web page. You agree that your use of our WHOIS database following any modification to these Terms of Use will constitute your acceptance of these Terms of Use (as modified from time to time).

\*Plus ICANN fee of \$0.18 per domain name year.  
\*\*CA domain names will be registered through GoDaddy Domains Canada, Inc, a CRA certified registrar.

Registrar: MELBOURNE IT, LTD. D/B/A INTERNET NAMES WORLDWIDE  
Whois Server: whois.melbourneit.com  
Creation Date: 17-APR-2004  
Updated Date: 04-MAY-2011  
Expiration Date: 17-APR-2015

Name Server: NS1.CASHFORLAPTOPS.BIZ  
Name Server: NS2.CASHFORLAPTOPS.BIZ

Registry Status: clientTransferProhibited

See Underlying Registry Data

Search for another domain name in the WHOIS database

Enter a domain name to search

.com

Search

NEED HELP? Call our award-winning support team 24/7 at (480) 505-8877

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United States - English

Currency USD

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2/10/2014

Cash For Laptops - Reno, NV



### Cash For Laptops

11 reviews

Category: Recycling Center

4900 Ampere Dr

Sle 102

Reno, NV 89502

(877) 732-2318

cashforlaptops.com

Accepts Credit Cards: Yes

#### Recommended Reviews for Cash For Laptops

11 reviews in English



Chris W.  
West Bountiful, UT

10/11/2013

Other reviewers are absolutely correct!! This company is such a scam artist. Bail and switch. They promise more money for your used iPhones than any other I could find. But the catch is you have to mail it to them and by doing so you agree to take whatever price they ultimately offer. I was quoted something like \$336 for a USED iPhone 4S AT&T 64gb. GameStop does in store sales with cash immediately but they were offering \$230. I thought I could wait a week or two for an extra \$100.

I sent in the request and they mailed me a box with prepaid shipping label (USPS). I mailed my phone in and 3 weeks later they sent me an email saying they received it. I was mailing from Utah to Nevada. It's a 7 hour drive by car to their headquarters and they claim it took 3 weeks?! That was my first red flag that made me sick to my stomach. Then they emailed me today, after 3 weeks, and said I had to call them. I call a toll free number and was on hold over 20 minutes before I ever spoke to someone. Then that person says they'll transfer me to the purchasing manager and 10 minutes later the guy is talking to me, said that they received my phone and wanted to congratulate me on selling it and they'd mail a check for \$100 out on Monday. He said it so fast as if he was trying to see if I wouldn't notice that they were screwing me out of \$230 from the quoted price. I told him that and he said they found defects in the phone and they can only give me \$100.

Don't even consider selling your device to this company. Absolute scam. Warn everyone you meet not to sell your device to them. They will screw you.



Nathan M.  
San Diego, CA

10/9/2013

#### Bail and switch

The price they quote online is wildly oversteering the amount that they actually end up offering. In their own words (after the inspection) my phone had "no mechanical issues, and very little wear" and yet they offered me less than half of the online quote.

Even their online quotes for phones that "Do not power on", "Have damaged or defective screens", or "Have bad battery" are well above what they offered me for my perfectly functioning iPhone.

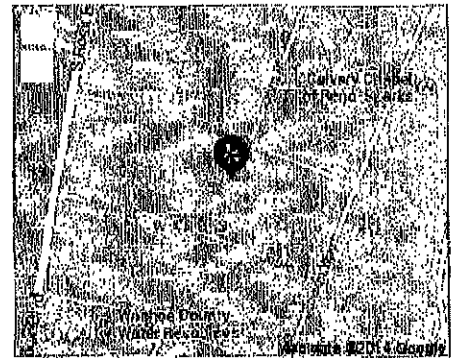
If I had known that beforehand I would have just traded it in to Apple when I bought my new one.



Kenny R.  
Streator, IL

2/8/2014

do not use this company!! they will rip you off!!



#### People Who Viewed This Also Viewed...



Reno Christmas Trees  
4 reviews  
Reno, NV



Silver Chupacabra  
17 reviews  
Neighborhood: Northwest Reno

2/10/2014

Cash For Laptops - Reno, NV

Michael M.  
Livermore, CA

12/15/2013

Great, I didn't see these reviews until I had sent off 3 laptops, 3 weeks later and now their website is down. No laptops and no money, time to call Reno, NV police.

Matthew C.  
Los Angeles, CA

11/27/2013

Total crooks. Offered half of what was promised and then it became a haggling game on the phone. Initial assessment was \$200 for an iPhone 5S. It took a month for them to respond, three days of phone tag, then an offer of \$100. I argued them up to \$160, which is still below market, but at least something. STAY AWAY!!

Rachel G.  
Costa Mesa, CA

9/9/2013

Do not ever use this website! I stupidly sold my 2008 MacBook Pro which is still in extremely good condition to this site which initially quoted me at \$600. After two and a half weeks they finally got in touch with me today to state my laptop is valued at \$300 claiming there were scratches. I stated I wanted my laptop back in which they decided to up my payout to \$320 (big whoop). I knew the rep was trying to provide good customer service and I really just do not have a need for a laptop anymore so I went with it in which she then said I'd be receiving an email for accepting funds to my Paypal account which still has yet to be sent (it's now evening and I called this early afternoon). This site is a fraudulent rip off that shouldn't even be referred to as a business.

Andrew B.  
Seattle, WA

7/18/2012 First to Review

Classic bait and switch scheme. Received a quote for \$125 online for my used iPhone 4. Sent it in and didn't hear anything for 3 months! Finally I received a call saying there must have been a problem when I wiped the phone and it was only worth \$50. Reading online I see they have a long and glorious track record of paying 1/3rd or less from their online quote.

AVOID!

David S.  
Davis, CA

11/19/2012

Rather than inject my opinion into this review I'm going to tell the story of how I tried to sell my iPhone 4: After shopping around online to see which website would offer me the most for an iPhone with a broken screen, I settled on the site run by Cash For Laptops (<http://cashforiphone.com>). They offered me \$142 (broken screen accounted for). The prepaid mailer arrived within 5 days, but I received phone calls before then asking me to send my phone to them ASAP. I sent the phone to them the day after I received their package.

Three weeks later was the first time I heard from them. In an email saying that my phone had been inspected and they were going to contact me very soon to discuss payment. After a week of getting the same email, I decided to call and see what was going on. I waited on hold for 20 minutes to talk with a service rep, who forwarded me to another department. That department did not pick up after 5 minutes of waiting on hold, and I was forwarded to a random voicemail.

3 hours later I got a call saying that they would not give me the price I was quoted for my phone because the back glass has minor scratches and the frame was not in perfect condition. Instead they would give me \$40 (72% less than they had first quoted). Because of this I decided to not sell my phone to them. I then had to spend 10 minutes repeatedly requesting that they send my phone back. During the conversation the rep was non responsive to my requests and insisted that I couldn't get a better deal anywhere else, so I should take the \$40 and be happy. I was able to get my phone back eventually, but dealing with this business showed me how unprofessional and dishonest they are. I would never use any of their services again.



2/10/2014

Cash For Laptops - Reno, NV



Brent M.  
Lincoln Park, MI

10/3/2012

So mad I didn't check further before going with this company! I used <http://cashformyphone...> and did a quick Google and didn't see anything bad. BIG MISTAKE.

I sent my phone in with the prepaid label. A woman contacted me that morning and I told her I had already sent the phone out. She was extremely friendly and pleasant and said she looked forward to sending me the money once they received it.

They contacted me 8 days later. Even considering the weekend, 6 days seems like quite a long time considering how fast they promise it to be on their web site. I miss their phone call, because every time they call it rings for about 2 rings at most and then they hang up. NEVER leave a voice mail. So I call them back, and the guy tells me that they've inspected my phone, and are prepared to offer me \$45. (They had initially quoted me \$145!) He said the technicians found light scratching on the screen and pitting on the body of the phone and the battery cover. I told him that I was very aware of the condition of the phone when sent in, and that it was less than 3 months old due to a warranty replacement. I knew for a fact the screen was in impeccable condition, the battery cover is plastic and extremely durable, and there were only a few slight scuffs. The guy is a total pushy salesman, and tries telling me that "they have a lot of money invested at this point" (he said that several times) and that they are offering what my phone is worth "in the current market". I told him that I would not accept that offer and that he could send the phone back. He tried talking me out of it, telling me I'd have to pay for return shipping and that was it really worth the hassle? I told him the phone was worth between \$175-200. He scoffed, basically laughed at me, and said "Where?" I said I had checked Ebay and Craigslist carefully and determined the value of my phone before choosing to go with their web site. He then questioned my judgement, saying "You could have gotten \$200 for the phone, and yet you chose to take \$145 for it?" He just got ruder and ruder. It was worse than a telemarketer, but not quite as bad as a collection agent. Finally, when he tried to convince me by bumping the offer up to \$50, I told him we're obviously not seeing eye to eye and you can just send the phone back. I'll arrange for return shipping. He tried AGAIN to persuade me, so I had to interrupt him, saying yet again that "I will arrange for return shipping and call you back. Bye," and hung up on him! There was no other way.

And as if all that wasn't bad enough... I was going through the Facebook settings on my new phone and saw a function "Active Sessions" I had never used before. When I opened it and browsed through the list, there were TWO logins from Facebook for Android, accessed from out of state, AFTER I had sent my phone out to these people, and no longer had access to Android. They claim on their web site that they will safeguard your information and make sure to remove all personal data, etc etc... I guess that is after their techs go through your phone snooping around!

And for the record... they cleaned up their act real quick when I filed a BBB complaint. They immediately shipped the phone back and covered the cost of shipping... while admitting no wrongdoing whatsoever. I find that hilarious, considering once I received the phone back, it sold within 24 hours on Amazon for \$165. These people are scam artists, plain and simple. Check reviews for CashForLaptops on here, or on BBB. The proof is there.

**BEWARE!! DO NOT USE THIS COMPANY FOR ANY PURPOSE WHATSOEVER!**



Adi H.  
Reno, NV

8/6/2012

Horrible, my friend warned me, he was quoted \$350 and received \$70. when I did my research, there's tons of people who are complaining about them, total fraud, avoid them. I checked with BBB and there tons of complaints against them. Just look up [cashforphone.com](http://cashforphone.com) and you will be surprised of what you are going to find... not sure why they are still in the biz.



Johann J.  
Phoenix, AZ

10/13/2012

Where to start... I would highly advise to NEVER use this company to sell anything electronic because they will rob you. I should have looked into the company further but at the time was not really thinking about the possibility of the company being disingenuous... OOPS my mistake. To say the least this company is pretty much like a pawn shop only conducts business over the telephone and through the postal mail. BE AWARE, you are only given up to \$100 as merchandise insurance (in case of them deciding to keep your item and then basically saying oh we will investigate your item, when in fact, they never had any intentions on returning your merchandise). I also caught the customer service rep in so many blatant lies and its one thing to be a liar and its a whole other story when the liar is a BAD one. Back to the insurance issue, if you decide to make the wrong decision and use this company make sure you opt for an increase on \$ dollar amount so that your computer is completely covered in the event of your laptop just disintegrates before your eyes. They are real quick to send you the materials so they can have your items

2/10/2014

Cash For Laptops - Reno, NV

Further more its just a big mess in the end and you the customer/consumer ends up getting cheated. I can't believe this company is still in business.. Honestly, Spare the head ache and the financial loss you could be facing and avoid this company. JEZ SAYNI!

1 to 11 of 11

89 other reviews that are not currently recommended

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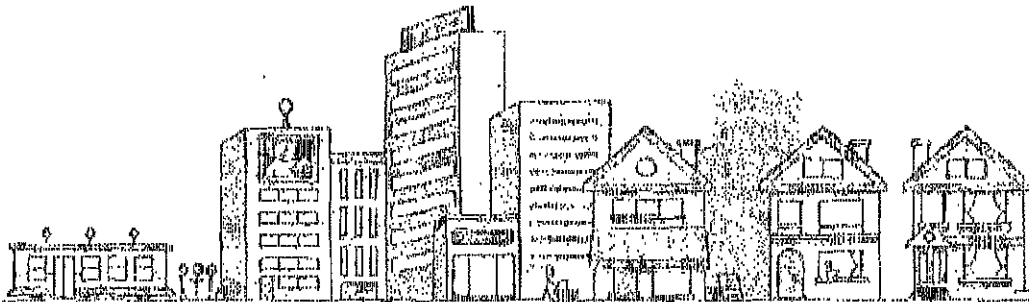
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United States

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STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL

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Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave. #3900  
Las Vegas, NV 89101  
Phone: 702-488-3420  
Fax: 702-488-3768

ag.nv.gov

*Handwritten:* JF  
12/17  
10:36

# COMPLAINT FORM

Thank you for taking the time to complete this complaint form. When completed mail your completed form and support documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt of your complaint, a member of our staff will review your complaint. The length of this process can vary depending on the circumstances and information you are able to provide with your complaint.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

### COMPLAINT

Your First Name: Chris

Your Last Name: Wood

Your Address: 380 Union St.

West Springfield MA 01089  
(City) (State) (Zip)

Your Phone Number (#): 413 4396509

Your Mobile #: \_\_\_\_\_

Your Fax #: \_\_\_\_\_

Your Email: \_\_\_\_\_

Your Date of Birth: 1/5/72

### YOUR COMPLAINT IS AGAINST

Individual/Business: Laptop & Desktop Repair US

If Business, Contact Person: Brian

Individual/Business Address: 84 Canary Island Drive

Spencer NH 89431  
(City) (State) (Zip)

Individual/Business Phone #: 888 821 1143

Individual/Business Mobile #: \_\_\_\_\_

Individual/Business Fax #: \_\_\_\_\_

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: www.cashforiphones.com

## SECTION 2.

Did you make any payments to this individual or business? Yes \_\_\_\_\_ No X

If yes, please provide:

Date of payments: \_\_\_\_\_

Form of payments: \_\_\_\_\_

Total amount of payments: \_\_\_\_\_

## SECTION 3.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My complaint is: In early november of 2013 I logged onto  
www.cashforiphones.com and received a quote of \$150.00

for 5 iPhones in various states of disrepair. I then followed their instructions and mailed the devices to them. Their purchasing dept called me on 12/1/13 and offered me \$200. I refused and asked them to return the devices to me. They agreed. Next day 12/2/13 Brian called me and offered \$350 after passing.

SECTION 4.

I have not received any checks and was told 2-3 days. I've sent two emails with no response.

List and attach photocopies (no originals) of any relevant documents, agreements, correspondence, or receipts that support your complaint. Copy both sides of any canceled checks that pertain to this complaint.

- a. original emails X 5
- b. check confirmation emails X4 - Where's the 5th
- c. original shipping info email
- d. complaint filed with better business bureau
- e.
- f.
- g.
- h.
- i.

SECTION 5.

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is not my private attorney, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does not represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

[Signature]  
(Signature)

Chris Wood  
(Print Name)

Date: 12/17/13

(Signature)

(Print Name)

Date:



A

**Chris Wood**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Thursday, November 14, 2013 9:56 AM  
**To:** Chris Wood  
**Subject:** Order 341532 Status: Thank You For Shipping Your Apple iPhone 4S 16GB Verizon

Dear Chris,

Thank you for shipping your Apple iPhone 4S 16GB Verizon to us!

Your package should arrive at our processing center within the next 9-12 days. The Newgistics tracking number for your device is 7251001089011488010001199141. You can use this number at <http://www.newgistics.com/> to track the progress of your package. You will also receive a notification email once we have received your package.

If you have any questions, your Cash For team is here to help you. You may call us at 1-888-821-1143, Monday-Friday, 8:00 A.M. to 3:30 P.M. Pacific Time or you may send us an email at [support@cashforiphones.com](mailto:support@cashforiphones.com), 24 hours a day, 7 days a week.

We sincerely appreciate your business and look forward to sending you cash!

Your cashforiphones.com Team  
[support@cashforiphones.com](mailto:support@cashforiphones.com)

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**Chris Wood**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Thursday, November 14, 2013 9:56 AM  
**To:** Chris Wood  
**Subject:** Order 341531 Status: Thank You For Shipping Your Apple iPhone 4 16GB Verizon

Dear Chris,

Thank you for shipping your Apple iPhone 4 16GB Verizon to us!

Your package should arrive at our processing center within the next 9-12 days. The Newgistics tracking number for your device is 7251001089011488010001199141. You can use this number at <http://www.newgistics.com/> to track the progress of your package. You will also receive a notification email once we have received your package.

If you have any questions, your Cash For team is here to help you. You may call us at 1-888-821-1143, Monday-Friday, 8:00 A.M. to 3:30 P.M. Pacific Time or you may send us an email at [support@cashforiphones.com](mailto:support@cashforiphones.com), 24 hours a day, 7 days a week.

We sincerely appreciate your business and look forward to sending you cash!

Your cashforiphones.com Team  
[support@cashforiphones.com](mailto:support@cashforiphones.com)

Thanks,

**Brian**  
Customer Satisfaction Champion

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Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

A

**Chris Wood**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Thursday, November 14, 2013 9:56 AM  
**To:** Chris Wood  
**Subject:** Order 341530 Status: Thank You For Shipping Your Apple iPhone 4 16GB Verizon

Dear Chris,

Thank you for shipping your Apple iPhone 4 16GB Verizon to us!

Your package should arrive at our processing center within the next 9-12 days. The Newgistics tracking number for your device is 7251001089011488010001199141. You can use this number at <http://www.newgistics.com/> to track the progress of your package. You will also receive a notification email once we have received your package.

If you have any questions, your Cash For team is here to help you. You may call us at 1-888-821-1143, Monday-Friday, 8:00 A.M. to 3:30 P.M. Pacific Time or you may send us an email at [support@cashforiphones.com](mailto:support@cashforiphones.com), 24 hours a day, 7 days a week.

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Your cashforiphones.com Team  
[support@cashforiphones.com](mailto:support@cashforiphones.com)

Thanks,

**Brian**  
Customer Satisfaction Champion

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A

**Chris Wood**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Thursday, November 14, 2013 9:56 AM  
**To:** Chris Wood  
**Subject:** Order 341529 Status: Thank You For Shipping Your Apple iPhone 5 16GB Verizon

Dear Chris,

Thank you for shipping your Apple iPhone 5 16GB Verizon to us!

Your package should arrive at our processing center within the next 9-12 days. The Newgistics tracking number for your device is 7251001089011488010001199141. You can use this number at <http://www.newgistics.com/> to track the progress of your package. You will also receive a notification email once we have received your package.

If you have any questions, your Cash For team is here to help you. You may call us at 1-888-821-1143, Monday-Friday, 8:00 A.M. to 3:30 P.M. Pacific Time or you may send us an email at [support@cashforiphones.com](mailto:support@cashforiphones.com), 24 hours a day, 7 days a week.

We sincerely appreciate your business and look forward to sending you cash!

Your cashforiphones.com Team  
[support@cashforiphones.com](mailto:support@cashforiphones.com)

Thanks,

**Brian**  
Customer Satisfaction Champion

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eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)



**Chris Wood**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Thursday, November 14, 2013 9:56 AM  
**To:** Chris Wood  
**Subject:** Order 341528 Status: Thank You For Shipping Your Apple iPhone 4 8GB Verizon

Dear Chris,

Thank you for shipping your Apple iPhone 4 8GB Verizon to us!

Your package should arrive at our processing center within the next 9-12 days. The Newgistics tracking number for your device is 7251001089011488010001199141. You can use this number at <http://www.newgistics.com/> to track the progress of your package. You will also receive a notification email once we have received your package.

If you have any questions, your Cash For team is here to help you. You may call us at 1-888-821-1143, Monday-Friday, 8:00 A.M. to 3:30 P.M. Pacific Time or you may send us an email at [support@cashforiphones.com](mailto:support@cashforiphones.com), 24 hours a day, 7 days a week.

We sincerely appreciate your business and look forward to sending you cash!

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If you have any questions, please don't hesitate to call

**1-888-821-1143**

Thank you for choosing to sell your device to us,

**Brian**

Customer Satisfaction Champion

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eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

B

**Chris Wood**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Tuesday, December 03, 2013 10:55 AM  
**To:** Chris Wood  
**Subject:** Chris - Payment Check Mailed

Dear Chris,

Thank you for recycling your Apple iPhone 4 16GB Verizon!

**What is happening?**

Your check has been printed and will be on its way to you in no time! Expect it to arrive in 2-5 business days. (Dear East Coast customers - please allow a few extra days!)

**What do you need to do?**

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

- Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.
- View your order and referral history
- Track your packages
- Update your personal information
- Reset your password
- View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: [chris@aspensquare.com](mailto:chris@aspensquare.com)

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**  
Customer Satisfaction Champion

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eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

B

**Chris Wood**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Tuesday, December 03, 2013 10:55 AM  
**To:** Chris Wood  
**Subject:** Chris - Payment Check Mailed

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Thank you for recycling your Apple iPhone 4 8GB Verizon!

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- Update your personal information
- Reset your password
- View message history

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Username: [chris@aspensquare.com](mailto:chris@aspensquare.com)

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**  
Customer Satisfaction Champion

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eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

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**Chris Wood**

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**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Tuesday, December 03, 2013 10:55 AM  
**To:** Chris Wood  
**Subject:** Chris - Payment Check Mailed

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Login to your account by visiting <http://www.cashforiphones.com/>:

Username: [chris@aspensquare.com](mailto:chris@aspensquare.com)

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**  
Customer Satisfaction Champion

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**Sent:** Tuesday, December 03, 2013 10:55 AM  
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Username: [chris@aspensquare.com](mailto:chris@aspensquare.com)

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**  
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Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

a

**Chris Wood**

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**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Tuesday, November 12, 2013 9:10 AM  
**To:** Chris Wood  
**Subject:** Here is your Pre-Paid Label, Ship your Apple today!

Dear Chris,

You can follow this link and re-print your prepaid shipping label.

[Click here to re-print your prepaid shipping label](#)

• **Ship Fast, Get Paid Fast**

Click the link above to print your label.

Put your device in a box with plenty of padding to protect it.

Don't delay, your old device will never be worth as much as it today!

• **iPad Contest!**

If you ship back within 2 business days -

You are automatically entered to win an iPad!

• **It's Easy, Convenient and FREE, with 3 convenient ways to send your device via USPS!**

- Give the package with the label adhered to your USPS postal carrier, or
- Drop off the package at the nearest USPS location, or
- Schedule a FREE pick-up using this link:

**>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!<<<<**

• **You have money waiting for you to take the next step**

Please send us the Apple quickly, so that we can purchase it quickly.

D

Thank you for using the Better Business Bureau's Online Complaint System.  
Your complaint has been assigned case # 11030185.  
Correspondence regarding this complaint will be emailed to: [chris@aspensquare.com](mailto:chris@aspensquare.com)  
Please print a copy of this for your records.

Filed on : December 17 2013

Filed by :  
Chris Wood  
380 Union Street  
West Springfield MA 01089

Filed against:  
Laptop & Desktop Repair, LLC

**Complaint Description:**

Cash for iPhones offered \$450 for 5 iPhones I shipped them then haggled down to \$350 and still no check has arrived as promised, Very Shady Operation On 11/12/13 I shipped back 5 iPhones to [cashforiphones.com](http://cashforiphones.com) using the process outlined on their website in exchange for a promise of an estimated \$450. When they received the phones they had their purchasing dept call me and offer \$200. I refused and said return the device to me and I'd sell them on ebay for much more. They agreed. The next day on 12/2/2013 I received a call from Brian from Cashforiphones.com stating they would offer me \$350 as a final offer. I regretfully agreed and he said I would receive a check in 2-3 business days. It is 12/17/13 now and I've received nothing. I emailed them twice and no response. This company is clearly unprofessional and tries to take advantage of people who aren't aware of the value of their iPhone devices.

**Your Desired Resolution:**

I'd like the devices returned or a check for the \$450 they original quoted when I mailed in the devices.

This case will be reviewed by a complaint specialist at the Better Business Bureau, and then forwarded to the business for their response. It is our policy to allow the business 30 working days to respond to your complaint. You will be notified when the business has responded.

What would you like to do next?

**View the status of your complaint**  
**Return to the BBB Homepage BBB Privacy Policy**



## **Exhibit 2**

## Welcome to Cash for Laptops!

- Free Trackable Shipping
- Instant Cash Option



iPhone



Cell Phone



iPad or Tablet PC



Laptop

The Original  
CashForLaptops business  
since 2002

*"I have traded in 4 iPhones over the years and each time my experience has been great. No more hassles!"*

- Brian R.

[see testimonials](#)

Optional Instant Cash with  
**PayPal**

### Instant Online Quote

Brand: Select your Brand

Model: Select your Model

[How do I find my model number?](#)

**GET A QUOTE**  
AND SEE OUR BEST OFFER

### How It Works

- 1** Get an online quote  
Finish in less than a minute!
- 2** Send your device for free  
Get a free protective box and USPS shipping at no cost
- 3** Get paid fast  
Choose same day payment via Paypal or company check sent by mail

### Who is getting cash Now?

- Edrick just sold an Apple MacBook Pro A1286 Late 2011 2.2 GHz Core i7 for \$750
- Nikki just sold an Apple iPhone 5 16GB Other Carrier for \$217
- Drew just sold a Samsung Galaxy S 4 SCH-I545 for \$223
- Dusty just sold an Apple iPad Air 16GB WIFI for \$373



### "CashForLaptops" Family of Websites in the News



### 5 Reasons People Sell Gadgets to Us

- 1) Trusted iPhone buyer. Sell your iPhone, laptop, smartphone, or blackberry, to the original online buyer. Founded in 2002, we are the first company where you can sell items like your iPhone & laptop online! Reliable service you can trust, that's why people sell iPhones to us. See what our customers are saying.
- 2) 29 seconds, all you need to get an offer. Get cash in a matter of days! A top online offer for your iPhone is a few point-and-click answers away. How much will we pay?
- 3) Sell your iPhone, fast, easy cash. With us it's fast & easy to sell your iPhone! No phone calls, no emails, no auctions, no fees, no shipping charges, no ads to write. Just fill out our online offer form to receive an insured, prepaid box and shipping label. When it arrives, you stick your iPhone in and send it to us. That's it... Cost you nothing and takes only a few minutes. There's no

### Where can I sell my laptop online?

Your search is over!

CashforLaptops is the trusted buyer of used, old, and broken laptops in America. We pride ourselves in making this trade a trouble-free and rewarding experience for you. From shipping to payment, you can count on our efficient process to deliver excellent customer service.

At CashforLaptops, we provide you with different ways to get rid of and make money out of your device. Whether you choose to sell or trade in a laptop for cash, expect to receive no less than the highest amount of money for your electronic device.

### Get Paid to Upgrade

We understand your need as a techie to upgrade to the latest device. Our primary goal is to help you earn the financial rewards you can get from ditching your old laptop. With CashforLaptops, you

faster, easier way to sell your iPhone for cash.

4) 100% reliable, trackable, and insured. Thousands of people sell us their iPhone or laptop; students, families, businesses, and organizations. We insure your iPhone in transit and you can even track the location and arrival of the iPhone you sell.

5) We'll buy your iPhone in any condition. Used or broken, sell your iPhone even if it's missing a battery and charger... We don't care. We'll give you cash for it anyway.

can sell laptops for cash and get money to help you afford that latest model.

No Cost on Your End

At CashforLaptops, we take packaging and shipping fees out of the equation. We cover these charges to eliminate any expense you have to pay; giving you more value for your money. We let you sell laptops online without having to pay for anything.

Sell a laptop for cash only with the name you can trust. Get in touch with us to get an initial quote.

## CashforLaptops Blog

### [Going out with a Bang: Making Money Out of Old, Unused, and ...](#)

January 20, 2014

A flight of stairs, the sidewalk, a baby, the toilet, a bottle of soda not capped tightly enough; these are the most common gadget-killers, lurking everywhere and waiting for the right moment to bust or fry your phone, laptop, and other electronics. It's not a matter of "if," but more of "when." When your gadgets break — and chances are they will, if you're not careful — there is still a way to get something out of it. Brok...

[Read More](#)

### [Selling Used Electronics the Rewarding Way...](#)

January 16, 2014

Trading old, used, or broken electronics for cash is the best way to get rid of electronic devices. Be it a laptop, a tablet, or a smartphone, many companies buy these products at a top-dollar price and dispose them in an environment-friendly way. While this is the standard practice, not all buyers provide the same service. You can reap more benefits if you find companies willing to give more than the others do. To make the most out of thi...

[Read More](#)

### [Asus Zenbook UX51Vz - DH71 Review...](#)

March 25, 2013

Windows 8 laptops have been getting lukewarm reception due to poor design and implementation. However, Asus hopes to remedy that by creating a laptop that is an extension of their popular UX line of ultrabooks. The result is the UX51Vz-DH71, an ultrabook with a 15.6 – inch screen, great design and great hardware choices. Design If you've seen previous UX ultrabooks by Asus, then the UX51Vz has the same look, only bigger. It feature...

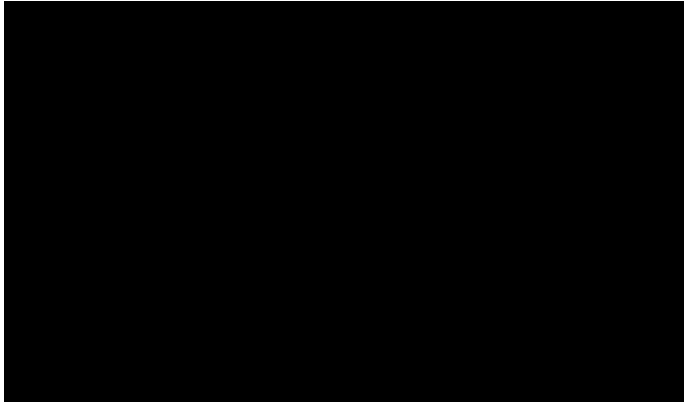
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HOME > TESTIMONIALS

## See What People Say About Us



### Sell Laptop

Get Cash for your Gadget Fast!

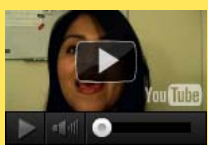


[Like us on facebook](#)

The Original CashForLaptops business since 2002

*"I have traded in 4 iPhones over the years and each experience has been great. No hassles!"*  
- Brian R.

[see testimonials](#)



[Sell Laptop](#)

*"The customer service was fantastic! It was easy and convenient. They sent the box and paid shipping and handling, which meant all I had to do was drop off the package at my nearest post office and I was done!"*

- Catherine T.



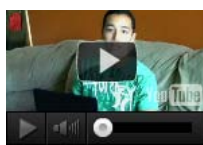
[Cash for Laptops](#)

*"Helped me get rid of my college laptop that was collecting dust! My friends used the service as well and they liked that they didn't have to worry about shipping."*

- Danai L.

*"I felt that my old devices would be recycled and useful to someone. The money I got for them came in handy because my husband and I were both out of work."*

- Carol M.



[cashforlaptops.com](#)

*"It was very easy to get my money back for my laptops. I loved that they sent me the pre packaging and made it convenient when I had questions. I will use them and recommend again due to their great customer service."*

- Adam B.



[guitar dude loves cash for laptops](#)



HOME > HOW IT WORKS

## How to Turn Your Old and Broken Device Into Cash

- 1** Get an online quote  
Visit [www.cashforlaptops.com](http://www.cashforlaptops.com) and answer a few questions regarding your device. You're done in less than a minute! Remember to confirm the transaction via email.
- 2** Send your device  
Receive free USPS shipping. You have the option to ask for a free box or to ship the device using your own box. All you need to do is ask us for a prepaid shipping label.
- 3** Get paid fast  
We issue same day payment via PayPal if you confirm the sale of the device after inspection. You can also choose to get paid via company check which will be sent by mail.



## What we do as your device arrives at our Nevada facility:

- Safeguard all your personal data**  
We completely and permanently delete every bit of information stored in your device. If you've already restored your device to factory settings, we'll go out our way and verify
- Speed up the process for your convenience**  
Our well-trained technicians will give your device a thorough but quick assessment so your online selling processing time is as short as possible.
- Issue Payment ASAP**  
You will receive a call or an email from our reliable customer service representative. We normally issue payment as soon as we confirm the condition of your gadget and pay out amount. You have the option to get cash through PayPal or company check to be sent by mail.

**GET A QUOTE**  
AND SEE OUR BEST OFFER



Get Cash Fast - *guaranteed*  
 Excellent Service - *guaranteed*  
 Best Process - *guaranteed*

Questions? 1-888-821-1143

7am to 4pm PST Mon - Fri

This portion of the requested page has been hidden. [Follow @CashForLaptops](#) [Blog](#)

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HOME > ABOUT US

## About Us

**GET A QUOTE**  
AND SEE OUR BEST OFFER

### The Trusted Solution in Laptop Refurbishment Since

2002

Based in Sparks, Nevada, our company pioneered exchanging cash for old, used and broken laptops. Not only that: We are the first to come up with the idea of paying for the packaging and shipping fees of our customers. This is because we want individual and business consumers to reap the financial rewards of going green by becoming responsible laptop owners. We do business with three important goals in mind: Reduce, Reuse and Refurbish.

#### Business Built on Benefits.

We want to keep you and our environment happy. If you kiss that beat-up, cranky and hopeless laptop goodbye, we'll pay cold, hard cash. We will even go to great lengths to properly and ethically dispose of ewaste. The professional solutions we provide will afford you security and convenience. The protocols we observe will strongly aid environmental conservation.

#### Bye-Bye Old, Hello New.

You are one of the three types of laptop consumers: (A) the stayer, (B) the satisfied switcher and (C) the dissatisfied switcher. A's are loyal - they never switch brands and just want an upgrade. B's are go-getters - they want better options from better brands. C's are assertive - they have bleak options so they look for better brands. Whether you're an A, B or C, the goal is constant: to get rid of that unwanted laptop and make life so much easier. That's precisely what we're here for - to help you take the first step towards the right option, right here, right now, by giving a quote that will offset your next purchase and at the same time get rid of that clutter lying around the house or the office gathering dust.

#### Convenience Right at Your Fingertips.

Your time matters to us so we make sure that online transactions are hassle-free. A few taps on the keyboard, a few clicks on the mouse and you have a quote in less than a minute. Just to prove how dead serious we are in making sure that everything is easy as pie, we will limit ourselves to three no-brainer questions and give you a quote. Why bother with techy jargon? We buy any laptop that falls under the categories old, used and broken. If we meet on the same page, we'll buy what you're willing to sell. It'll also be great if you allow us to pay for the packaging box and shipping cost. This is how badly we want to help you discard that laptop that has "get rid of me" flashing on its monitor every time you turn it on - if it even powers on.

#### Trust is Our Trademark.

Safeguarding your online and offline information is our mission. We have VeriSign and TRUSTe certifications under our belt. Moreover, if you sell us your laptop, the first thing we'll do is reformat the hard disk and make sure every bit of data is deleted - no possible way to retrieve any information back. To us, your privacy is paramount.

#### The Good in Going Green.

How green are we? Green enough to be a Green Certified Site - a web badge we share with IBM, Harvard University and other organizations and companies that aim to keep their carbon footprint small. This means we operate our website using the least amount of energy possible so we generate the least amount of Carbon Dioxide (CO2). We also have a hard-earned recycling permit from the State of Nevada. Simply put, we take pains to inspect, disassemble, sort and process laptops to keep useful components and dispose of the useless ones. We only submit to the hard-and-fast rules of the existing state and federal solid- and hazardous-waste regulations. Selling your laptop into good hands means you contribute to keeping large quantities of toxic wastes like lead, mercury and cadmium out of landfills.

84 Coney Island Drive Sparks, NV 89432

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 Excellent Service - guaranteed  
 Best Process - guaranteed

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 7am to 4pm PST Mon - Fri

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## Contact Us. We're Ready to Help You!

Need to Contact Us?  
 For inquiries regarding our services please use the Contact Form at right or call us toll-free at 1 888 821-1143.

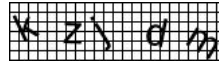


### Contact Form.

\*Questions or Comments

\*Name

\*E-mail



\*Security Code

[Click Here](#) for a new code.

- [News](#) | [Sell a Laptop](#) | [How it Works](#) | [FAQ](#) | [Privacy Policy](#) | [Press](#) | [Businesses Welcome](#) | [About Us](#) | [Contact Us](#)
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HOME > LOGIN

### Member's Login

Remember Me [Forgot Password](#)

**LOGIN**

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Hello! New Here?  
Sign up Now. It's FREE!

**SIGN UP NOW!**



HOME > REGISTER

## Register with CashForLaptops.com Today and Enjoy These Benefits...

- ✓ **Monitor the Status of All Your Transactions**  
...for each of your devices, every step of the way from the moment you request a quote to the moment we send you your check. When the status changes, your account is updated, instantly.
- ✓ **Earn Cash with our "Cool Cash" Refer-a-Friend Program**  
Access your referral links to any of our family of websites. Plus, you can use our Automatic Referral Email Generator to refer your friends, quickly and easily. They'll get top-dollar for their used device, and you'll get money in your pocket. Everyone wins!
- ✓ **Monitor the Status of All Your Referrals**  
At a glance, you can keep tabs on referral dates, your commissions, payment status, and more.

Go ahead. Complete and submit this registration form and you'll receive a confirmation email with your login details.



Register for FREE

Email Address

Password

Confirm Password

---

First Name

Last Name

Date of Birth    Year    Month    Day

Address


City


State

Zip

Phone

---



[Privacy & Terms](#)    

I Agree to the Terms of Service and Privacy Policy

JOIN NOW!

HOME > GET A QUOTE

## Search & Find Your Device

The Original  
CashForLaptops business  
since 2002

### 1 Search & Find Your Device

[How do I find my model number?](#)

Type here



Continue to Next Step

**Continue** ▾

### 2 See Your Quote

### 3 Request FREE, prepaid, protective packaging

### My Cashbox

[Sell now](#)

Total Quote:

**\$0**

[Add Another Device](#)

### What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!



HOME > FAQ

## FAQ. Frequently Asked Questions - Get Answers.

- Q: *How Quickly will I get paid?***  
A: Prompt Payment Policy: We will mail your payment check (or pay you via Paypal if that is your choice) the next business day after we receive and inspect your device at our facility. We will pay you as soon as we confirm condition of your device and payout amount (via email or telephone).
- Q: *When CASH FOR LAPTOPS pays for shipping; how do I ship my laptop?***  
A: We will mail you a box, packaging and a prepaid USPS shipping label. All you need to do is put your laptop in the package, adhere the shipping label to the box, and drop the box at your USPS drop-off location. You will not be charged any shipping fees and the shipping cost will not be deducted from your payment check.
- Q: *I have sensitive information stored on my laptop's hard drive. Should I erase it myself?***  
We fully erase and reformat each and every hard disk we receive before processing a laptop any further.
- Q: *How soon will I get my cash?***  
We will mail your payment check (or pay you via Paypal if that is your choice) the next business day after we receive and inspect your laptop at our facility. We will pay you as soon as we confirm condition of your laptop and payout amount (via email or telephone).
- Q: *My laptop is in bad condition - it's falling apart! I don't think you'd want to buy it.***  
Sure we'll buy it! Let us know what kind of laptop you have by filling out the [Instant Quote](#).
- Q: *Do you buy desktops, or any other computer devices?***  
We do not buy desktop computers but we do buy a variety of other devices. Check out our [sister sites](#).



Have a question that you didn't see in our FAQ?  
Send us your questions or comments through our [Contact](#) page and we'll do our best to help you as soon as possible.

**GET A QUOTE**

AND SEE OUR BEST OFFER



## cashforlaptops.com Privacy Policy



Effective on March 2, 2011

This privacy statement describes how Laptop and Desktop Repair LLC collects and uses the personal information you provide on our Web site: [cashforlaptops.com](http://cashforlaptops.com). It also describes the choices available to you regarding our use of your personal information and how you can access and update this information.

### TRUSTe

Laptop and Desktop Repair LLC is a Participant in the TRUSTe Privacy Seal Program. TRUSTe is an independent organization whose mission is to advance privacy and trust in the networked world. This Web site has agreed to have its privacy practices monitored for compliance by TRUSTe.

If you have questions or concerns regarding this policy, you should first contact us at [info@cashforlaptops.com](mailto:info@cashforlaptops.com). If you do not receive acknowledgment of your inquiry, or if your inquiry has not been satisfactorily addressed, you should then contact [TRUSTe](#). TRUSTe will then serve as a liaison with the Web site to resolve your concerns.

[Collection and Use](#) | [Information Sharing](#) | [Tracking Technologies](#) | [Security](#) | [Additional Info](#) | [Contact Info](#)



### Collection and Use of Personal Information

We collect the following personal information from you

- Contact Information such as name, email address, mailing address, phone number

As is true of most Web sites, we automatically gather information about your computer such as your IP address, browser type, referring/exit pages, and operating system.

HOME > PRESS

Oct 2011



## 10 Things to Do with Your Obsolete iPhone 4 from CashForIphones Now That the iPhone 4S is Here

Sparks, Nev., Oct. 10, 2011 /PRNewswire/ -- Our houses, pockets and bags are filled with gadgets. We collect them, placing ever growing faith in their sleek metallic casings and cleverly designed features, and we upgrade them as often as our bank balance will allow; justification be damned!



Out of this multitude of gadgets, one rises above all others - the mobile phone. Smartphones, and in particular the iPhone, have become an ubiquitous part of our lives, and their capabilities have become so far reaching that their presence at our sides is only likely to grow.

With every new release comes new features, faster connection speeds and better functionality, and with the launch of the iPhone 4S, many of us are sat there thinking, "I want one, but what do I do with the old one?" While it would be easy to throw it into a drawer "just in case," actually putting to practical use is not only the smart thing to do, it also helps us rationalize our desire by turning want into need and allowing us the luxury of upgrading, guilt free. So with that in mind, here are ten things you can do with your iPhone 4:

1. Use it as a universal remote - take advantage of the range of apps and accessories available in the market to convert your iPhone into a universal remote and control your environment through your phone;
2. Use it as your personal music library - we don't upgrade iPods as often as we do iPhones, so converting your iPhone 4 into a dedicated music library and player gives you an upgraded gadget at no cost!
3. Use it as a medical emergency reference guide - know how to proceed when faced with everything from cuts and bruises to life threatening symptoms of stroke and heart attack by using the "Pocket First Aid and CPR Guide" on the iPhone 4. Keep it handy, and keep your family safer;
4. Sell it - and not for spare change either. Selling your iPhone makes sense both from a financial and an environmental point of view, and while there are a number of ways you can sell it, the most lucrative of these is through a site like [www.cashforiphones.com](http://www.cashforiphones.com). Sell your iPhone 4, cash the check, buy your iPhone 4S; what could be simpler!
5. Use it as a personal trainer - with apps that provide workout playlists, motivational tips and coaching geared at getting you moving, your iPhone 4 might just be the reason you get off the couch today;
6. Use it as a camera - the iPhone 4 has some pretty impressive camera specifications, and with a few add-ons, such as bespoke lenses, negates the need for a digital camera, saving you money;
7. Use it as a personal dietician - download a calorie counter and a diet tracker and take control of your eating habits; program the iPhone to keep yourself on track and never wonder off course;
8. Use it as an alcohol unit counter - never be over the limit by allowing your iPhone 4 to keep you accountable. The "Can I Drive Yet" app will let you know what your blood alcohol level is and when you're able to drive, keeping everyone safe!
9. Use it as a scanner - save space and money by converting your iPhone 4 into a portable scanner with "Genius Scan" and manage your files, and workspace more effectively;
10. Use it as a hiking guide - with over 220,000 miles of trails, campgrounds and picnic areas listed, "AccuTerra On-Demand" is the perfect hiking companion on your iPhone 4 and as an added bonus, it means you can leave your new, shiny iPhone 4S safe and sound at home!

Now that all the options are laid out, all that's left to do is count down the days until we can get our hands on the iPhone 4S on the 14th of October, after all, we've got the advantage of being able to justify it now!

So, what will you do with your iPhone 4?

Based in Sparks, Nev., Cash for iPhones is one of four sites offering top dollar for working and non-working electronics. The company also operates [www.CashForIphones.com](http://www.CashForIphones.com), [www.CashForIpad.com](http://www.CashForIpad.com), [www.CashForBerrys.com](http://www.CashForBerrys.com), [www.CashForSmartphones.com](http://www.CashForSmartphones.com), and [www.CashForLaptops.com](http://www.CashForLaptops.com).

June 2010

## THE WALL STREET JOURNAL.

### Cash for iPhones Offering Top Dollar for Used or Broken iPhone 3Gs

SPARKS, Nev., June 24, 2010 /PRNewswire via COMTEX/ -- The reputable company [Cash for iPhones](http://www.CashForIphones.com) is offering top prices for used or broken iPhone 3Gs, with an expected influx of iPhone 3G sellers with the release of the iPhone 4G today.

Cash for iPhones is offering \$400 for the iPhone 3G 32 GB in excellent condition and \$200 for the 16 GB in excellent condition. Prices vary for used or broken iPhones.

Apple is not offering trade-ins for the old iPhones, and with a reported 600,000 backorders for the 4.0, many sellers are expected to flood the market with their old iPhones.

Cash for iPhones provides online quotes and sends the pre-paid packaging for the seller to use for free shipping. Sellers are paid by check or Paypal, whichever they prefer.

Based in Sparks, Nev., Cash for iPhones is one of four sites offering top dollar for working and non-working electronics. The company also operates [www.cashforberrys.com](http://www.cashforberrys.com), [www.cashforsmartphones.com](http://www.cashforsmartphones.com), and [www.cashforlaptops.com](http://www.cashforlaptops.com).

Original story: Wall Street Journal

November 2009



### Top Name Cash for Electronics Sites Offering Faster Payments

SPARKS, Nev., Nov. 19 /PRNewswire/ -- Four top-name cash for electronics sites are now making faster payments using PayPal so that customers can have the money from their old laptops, iPhones, BlackBerrys and Smartphones within five days of getting an online quote.

The sites offering this fast service are [cashforiphones.com](http://cashforiphones.com), [cashforberrys.com](http://cashforberrys.com), [cashforsmartphones.com](http://cashforsmartphones.com) and [cashforlaptops.com](http://cashforlaptops.com), all reputable sites that guarantee to offer the best prices for old working or non-working electronics.

All four sites are experiencing a three-fold increase in business this year as consumers are trying to make money from old electronics that they would usually trade in or keep after upgrading or getting something new.

While it used to take up to two weeks to get a check after sending in old electronics, the new PayPal option cuts that time in half. The sites make the process quick, easy and efficient. Once a customer receives a quote, the site sends a postage-paid envelope for shipping. Within a few days, the satisfied customer has the cash in-hand.

When any of the sites receives the old electronics, they immediately erase all data. The computers, iPhones, Smartphones and BlackBerrys are either refurbished for re-sale or disposed of properly. Cash for Laptops also donates hundreds of laptops every year to social service organizations.

Original story: Forbes

May 2009



### Websites Offer Best Prices for Old Electronics

Consumers find great way to preserve environment, avoid e-waste disposal fee and even make money in poor economy

SPARKS, Nev., April 23, 2009 /PRNewswire via COMTEX/ -- Forrest Johnson of Houston had an old broken computer and tried to sell it for some extra cash. He had no luck with selling it locally and then turned to [www.cashforlaptops.com](http://www.cashforlaptops.com).

One week later, he had a check in hand for \$175. When he contacted Cash for Laptops for a quote, he was skeptical because he didn't expect so much money for an old IBM R40.

"I thought it might be a hoax," he said. "But they were super professional and sent a pre-paid packaged box for me to send the computer back to them. The service was very easy." The Sparks, Nev.-based Cash for Laptops has seen a 35 percent increase in business this year, said General

Manager Becky Wright. She attributes that to the economy. The company has added employees and plans to do more hiring.

The site and several others that it operates is a great way to get rid of old electronics and preserve the environment. More than 2 million tons of electronic waste fills U.S. landfills every year. Only 11 percent of old electronics are recycled. Studies show that old computers have toxic components that can actually cause fatal lung, kidney and liver problems. California in particular has stringent electronic waste legislation. In 2005, consumers had to begin paying a fee to dispose of e-waste.

Even beyond the environmental aspect, in this economy just about everyone could benefit from making easy money. Cash for Laptops ( [www.cashforlaptops.com](http://www.cashforlaptops.com)), Cash for iPhones ( [www.cashforiphones.com](http://www.cashforiphones.com)), Cash for Berrys ( [www.cashforberrys.com](http://www.cashforberrys.com)) and Cash for Smartphones ( [www.cashforsmartphones.com](http://www.cashforsmartphones.com)) are guaranteed to offer the best prices for the old working or non-working electronics. The company, founded in 2001, is based in Sparks, Nev.

Daniel Kim of Tustin, Calif. turned to [www.cashforiphones.com](http://www.cashforiphones.com), to sell his first generation 16 GB iPhone.

"I received \$299 from Cash for iPhones and it was \$100 more than another site I looked at," he said. "The whole process was really easy. I got my check less than a week after I sent my old iPhone."

Nate Yutzy of Wooster, OH, contacted Cash for Laptops to sell his faulty Compaq X1000. He received a check for \$230.

"I was pleased with the amount that I received," he said. "The process was extremely easy." When any of the sites receives the old electronics, they immediately erase all data. The computers, iPhones, Smartphones and Blackberries are either refurbished for re-sale or disposed of properly. Cash for Laptops also donates hundreds of laptops every year to social service organizations.

Original story: Forbes

## March 2009



### Cash-strapped consumers turn to laptops recycler

Cash For Laptops wants you to clean out your closet for cash. Since the recession sent people scrambling to replace lost income, the Sparks recycling company has seen a spike in business. January and February brought a 35 percent increase and March another 20 percent, says General Manager Becky Wright.

To handle the onslaught, its increased staff at the Sparks facility to a dozen, up from five last October. Wright says, I'm interviewing constantly.

The company pays around \$175 for the average laptop, but up to \$700 for some better models. Sellers type product specs into an online form and get back a price quote. If they choose to proceed, Cash For Laptops sends out a postage paid shipping box, to be sent back via UPS.

Sellers must access a separate site for various devices: Laptops at [cashforlaptops.com](http://cashforlaptops.com), iPhones at [cashforiphones.com](http://cashforiphones.com), Blackberries at [cashforberrys.com](http://cashforberrys.com) and Smartphones at [cashforsmartphones.com](http://cashforsmartphones.com).

The old electronics don't even have to work. But sellers should acknowledge the fact. When items are received, says Wright, Thirty percent of the time there's more wrong with it, so we offer a lesser quote. Usually, they say OK, because they'd forgotten that it was broken. But if not, we just send it back to them.

Conversely, she adds, if the item proves to be better than specified, perhaps with a larger display screen, a larger check is sent.

We're honest with our customers, says Wright.

However, the dishonest had better not lift laptops to sell for scrap.

We keep records, says Wright, and if something sounds suspicious, we notify police in that area.

The company is proud of its environmental stance. Up to 90 percent of the take is straight-cycled, she adds. For example, a keyboard is not melted down but is reused as a keyboard. Nationwide, only 11 percent of old electronics are recycled, while over 2 million tons of electronic waste is buried in landfills every year.

When the company receives the old electronic device, it first scours the hard drive of all data. The items are then refurbished for re-sale or sold to wholesale recyclers. Resale markets include low-income people and non-profit organizations.

Cash for Laptops, founded in 2001, calls itself the first company to offer cash for old computers. Among its 20,000 customers, says Wright, are Californians who face steep fines for failure to recycle.

But it advertises nationwide, where the tech-heads go: On radio and the Web, where it also maintains a presence on MySpace and Facebook.

But forget that big bulky box in the far back of the closet the old desktop computer. There's not much of a market to recycle desktops, says Wright.

Original story: [Northern Nevada Business Weekly](http://Northern.Nevada.Business.Weekly)

## February 2009



## Cash for Laptops Fights the Economic Crisis and E-Waste Issues in Support of America's People

*With the United States dealing with its worst economic situation in nearly 30 years, and still no resolution to the e-waste crisis that is building at an alarming rate, Cash for Laptops is offering a service to Americans and the Planet that can single-handedly be a massive aid to many, combining the abilities and services with Cash for iPhones, Cash for Smartphones, and Cash for Berrys to maximize their efforts in this task.*

Sparks, Nev (PRWeb), February 4th 2009 - Cash for Laptops has for many years realized the challenges in encouraging people to recycle their old, used and broken laptops and electronic equipment. Over 2 million tons of electronic waste is being disposed of each year, making up 44% of unused electronics; only 11% are recycled, with the remaining number going into storage facilities, and much of this disposed of in the future.

As always, Cash for Laptops appreciates that with the recycling figure being so low, drastic action is needed by the people of America to raise this number and reduce the effect that the toxic and hazardous substances have on the planet and the people many components of a laptop computer can, if not disposed of correctly, cause lung, kidney and liver problems of which some can prove fatal.

Combining this problem with the economic and financial crisis that America is facing, which seems to have no end and affects the people more everyday, Cash for laptops urges people to make better use of the services they provide. The company buys old, used or broken laptops from the public and businesses to avoid them being disposed of incorrectly.

This service is, and has always been, beneficial to the environment, but with an increasing number of computers and a decreasing number of units recycled the impact will be drastic. The fact that a financial reward is paid for the laptop is something that people need to take heed of, and in this unstable financial crisis they can also benefit providing a win-win situation for all, which is Cash for Laptops' goal.

In a statement from Becky Wright, General Manger of Cash for Laptops she commented The rapidly expanding waste issue and the crisis we are being faced with in America means that the recycling of goods and being rewarded for it is now more valuable to the public and companies than ever before. And then she went on to remind us, These are two issues that need to be faced and will not be solved without action.

The process that is undertaken to increase the life of laptops and electronic devices is simple, and can be commenced with a simple form being filled in by the individual or business that is looking to dispose of their no longer needed or wanted goods online. The company then mails out a prepaid and insured packaging box for the customer to return the quoted items.

The Cash for Laptops technicians carry out the required work on each laptop immediately upon receipt, and this includes erasing all personal information and data stored on the hard drive to ensure client privacy is maintained at an extremely high level. Once this process is complete a check is mailed out for the payment as quoted prior to submission of the laptop or other electronic devices that are traded.

To assist in the promotion of recycling electronic goods including broken, used or unwanted iPhones, Blackberries and Smartphones, among other electronic devices, Cash for Laptops has established several websites and blogs to raise awareness to the online community.

About Cash for Laptops Inc: Cash for Laptops has been established since 2001. They have perfected the process of recycling used and broken laptops, and have now initiated this process with a variety of electronic devices to help individuals and businesses benefit from their broken, used or unwanted electronic goods by disposing of them in a safe and environmentally friendly manner, and being rewarded with a cash payment for it. Their efforts in this have left them as one of the leading companies in their industry.

## August 2008

### Sell Laptop? Go Green and Get Green

*Cash For Laptops' purchase program offers an environmentally friendly alternative to tossing laptops in the trash and creating more e-waste by helping you sell your laptop.*

Sparks, NV (PRWEB) August 20, 2008 -- When it comes to disposing of an old or outdated laptop, the first option for almost all Americans has simply been to toss it in the trash. But now there is an eco-friendly and profitable alternative to the trash - cash. CashForLaptops.com, one of the nation's most trusted and dependable solutions in the laptop refurbishment industry, today announced a campaign to encourage computer users worldwide to sell laptops they no longer need, instead of contributing to the growing global problem of e-waste.

"When a laptop is no longer of use to its owner, the most practical and environmentally sensible solution is to sell that laptop," said Dave Kruch, chief executive officer of Cash For Laptops. "If you're replacing an old laptop, selling it makes profoundly more sense than throwing it away. One, you can get some cash for it, and two, when you sell your laptop it helps alleviate a rapidly expanding waste issue."

When a laptop is no longer of use to its owner, the most practical and environmentally sensible solution is to sell that laptop.

If you're replacing an old laptop, selling it makes profoundly more sense than throwing it away. One, you can get some cash for it, and two, when you sell your laptop it helps alleviate a rapidly expanding waste issue.

In 2005, used or unwanted electronics amounted to approximately 1.9 to 2.2 million tons, according to the Environmental Protection Agency. Of that, about 1.5 to 1.9 million tons were primarily discarded in landfills, and only 345,000 to 379,000 tons were recycled. Exactly how they are being recycled is a troubling problem in itself, as most laptops are sent to developing nations that effectively serve as dumping grounds for e-waste.

Extending the life of a laptop is what Cash For Laptops accomplishes. With a user-friendly four-step process, Cash For Laptops accepts just about any laptop or notebook - working or not. When an owner or business is ready to sell one or multiple laptops, the first step in the process is to fill out a quote online at Sell Laptop. An instant quote will be provided with the amount Cash For Laptops will pay for the laptop.

The Nevada-based company mails a pre-paid box and shipping label to send the laptop, which can either be dropped off at any UPS location or picked up by the package delivery company. Once the laptop is received, the technicians fully erase and reformat each and every hard disk before processing the laptop. Cash For Laptops will then send out a check for payment on the following business day.

"We've made the entire process extremely easy with a website that's very user-friendly," said Kruch. "Consumers can expect a quick turnaround from the time we receive their laptop to the time they get their check. Cash For Laptops has been in business since 2001, and it's because consumers like our service, trust our company, and are confident that we will continue to maintain the highest levels of security and adhere to the most stringent business standards in the industry."

About Cash For Laptops, Inc.: Founded in 2001, Cash For Laptops helps individuals and businesses quickly and easily turn used or non-working laptops into cash. Our service has been perfected over the years and the results lie in our satisfied customers. Our customers can expect to



receive the exact amount we quote in the shortest possible time.

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Get Cash Fast - *guaranteed*  
 Excellent Service - *guaranteed*  
 Best Process - *guaranteed*

Questions? 1-888-821-1143

7am to 4pm PST Mon - Fri

This portion of the requested page has been hidden. [Follow @Cash4Laptops](#) [Blog](#)

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HOME > BUSINESSES WELCOME

## Businesses Welcome. Turn old laptops into cash.

Your Time and Resources are Valuable. Why not turn your aging Laptop Technology into Cash?

We know your time is valuable at your business- that's why we take care of everything for you. Whether you have one unit or one hundred, Cash for Laptops buys back almost all makes and models of used laptops and notebook computers.

We buy small and large quantities of used laptop notebook computers from Educational Institutions, Government Installations, Corporate Liquidations, Closing Businesses, and Leasing Suppliers. We ship you the boxes, packaging, and a pre-paid shipping label for each laptop at no charge! You box them up and have them picked up at your business (or you can drop them off at your nearest USPS shipping facility).

For many businesses, the "Instant Quote" feature on our website may not be applicable, particularly if the laptops you want to sell are incomplete or have unusual configurations or damage. Instead, please use the Business Form below and we'll be in touch with you promptly.

Bulk and business clients: CALL **1-888-634-4409** for specialized assistance.

## Business Contact Form.

\*Business Name

\*Contact Person

Phone

\*E-mail

Address

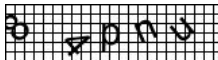
City

State

Zip

Quantity of Laptops

Description of Laptops



\*Security Code

[Click Here](#) for a new code.



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# JOIN OUR REFER-A-FRIEND PROGRAM

## GET \$10 IN CASH FOR EVERY REFERRAL

**UNLIMITED REFERRALS!**  
Monthly Payouts



### WHEN FRIENDS GET CASH, YOU GET \$10!

It couldn't be more simple: for every successful "first-time seller" referral you send us, we'll pay you \$10 cash! Our system will automatically create an account for you, so there's no added hassle. Log in at [register](#)

### UNLIMITED REFERRALS

Whenever we buy an unwanted laptop, smartphone, tablet or Apple device from someone you've referred, you earn \$10! Not a coupon or store credit, but cash! And even better, there's no limit to how many you can make! Whether it's 1 referral or 100, we'll send you \$10 cash each and every time!

### USE SOCIAL MEDIA FOR FAST RESULTS!

Send us your referrals through Facebook, Twitter, or even email! That's three easy ways to make ten fast bucks!

### MONTHLY PAYMENTS

Get paid monthly for all the successful referrals you've made. It's a win-win situation: your contacts get paid top dollar for their gadgets, and you get \$10 cash for each successful transaction!

**REFER FRIENDS & START EARNING CASH!**

## FAQ

### 1. How does your Refer-a-Friend program work?

If you are an established Cash for Laptops customer, and you refer a successful "first-time seller" to us, we'll pay you \$10 cash!

### 2. Who is qualified to join your program?

All Cash for Laptops customers are eligible to join the Refer-a-Friend program. Our system automatically creates an account for every person we do business with, so visit [login](#) and start earning cash by referring your friends today!

### 3. When will I get my referral bonus?

We send out our referral bonus checks on the first of every month. The money you receive will reflect the total amount of successful referrals you sent us over the previous month. The more referrals you send us, the more cash we'll send you!

### 4. How can I get my referral bonus?

A check will be sent via the USPS to the address listed on your Cash for Laptops account. Please allow 5 to 7 business days for the check to reach you.

### 5. What makes my contact qualify as a referral?

As long as your referral is a new, first-time seller to Cash for Laptops – in other words, they have never initiated a cash back transaction with us before – they qualify.

### 6. How do I make my referrals?

Any way you'd like! We accept referrals through social media platforms such as Facebook and Twitter, or through more conventional venues like email. But be warned: Cash for Laptops does not tolerate spamming of any kind, period. We are in total compliance with the Can Spam Act of 2003.

**7. How many friends or contact can I refer?**

There is no limit to the amount of referrals you can send us, provided that they do not have any previous record of transactions with Cash for Laptops. We will happily accept as many first time sellers you can refer, and reward you with the appropriate number of bonuses each month!

**8. What are the steps my referral needs to take once I refer them to Cash for Laptops?**

Once your contact is referred to us, they will receive a notice through the channel you used (Facebook, Twitter or email) prompting them to visit our site to earn competitive payouts on their old, broken or unwanted electronic devices such as laptops, tablets and smartphones. Should they sell something to us, your Cash for Laptops account will list the transaction. We encourage you to check your account from time to time to keep up with your bonuses! Remember: that's \$10 for every successful referral you make!

**9. What is your Privacy Policy?**

Cash for Laptops is proud to be TRUSTe certified. We protect your privacy and secure the information you send us. Plus, we never, ever share your information with a third party. We comply with the accepted privacy standards and conditions for the online submission of personal information, so you can feel completely safe and secure doing business with us!

**10. I don't remember creating a Cash for Laptops account. Are you sure I have one?**

Visit [www.cashforlaptops.com/login](http://www.cashforlaptops.com/login) to verify your existing account. If you can't recall your password, not to worry! Just click on the "Forgot Password" link to receive our password reset instructions in the email you provided.

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## Laptop Resources

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- [One Laptop per Child Program - What is It?](#)
- [The Impact of Laptop Computers on College Students](#)

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# Instant Quote for Apple MacBook A1181 Mid 2009 2.13 GHz Core 2 Duo

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## My Cashbox

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### Your Quote:

MacBook A1181 Mid 2009  
2.13 GHz Core 2 Duo  
\$0 [Remove](#)

### Total Quote:

**\$0**

[Add Another Device](#)

## 1 Search & Find Your Device

## 2 See Your Quote

You certainly made the most out of your device. :)



It looks like we can't pay anything for this particular gadget. It is too old and we can't recover enough value from it. Please consider recycling it properly by clicking the button to the right, print FREE to you shipping label and send it to our recycling facility.

We will recycle it right  
**PRINT SHIPPING LABEL**  
find box & ship. It's free.

OR

**SELL OTHER DEVICE**

Do you have other old, unwanted or broken laptop, smartphone or tablet that you'd like to sell for cash? Go ahead and get a quote to unlock the dollar potential of your other devices!

## 3 Request FREE, prepaid, protective packaging

### What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!



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### Basic Information

A. Quotes presented on the website. All such initial quotes are qualified and pending our evaluation of your laptop, smartphone, tablet PC, or any other electronic device (hereinafter referred to as "device"). No binding offer is made until we have had a chance to inspect the device that you send to us. We reserve the right to refuse to offer to purchase any item that you send us for any reason we deem, in our sole discretion, to be sensible. You must send us your device within the time period stated herein. All amounts are paid by company check and mailed to the address you provide to us during the quote process or by PayPal transfer per your designation. This usually takes five (5) business days from the date on which your device arrives and is inspected at our facility unless we need to speak to you directly about the offer we wish to make. We require prompt receipt of your device and we expedite this process of our inspection and processing of payment pursuant thereto as necessary to conform with objective conditions of fluctuating market prices, continuous changes in supply and demand governing our ability to pay up to a certain amount. The timeframes set forth below are deemed necessary by these dictates of our business and you are acknowledging your understanding thereof and agreement thereto each by requesting the prepaid shipping materials and sending us your device as the result of accepting these terms on the checkout page. B. You agree to ship your device within 7 days of receiving the protective packaging. Delay in shipping may negatively affect the determination of value of the device. We determine the value of your device based on our systematic analysis of such devices and the current marketplace. Many factors are taken into consideration, such as the age of the device, the manufacturer and model of the device, the wear and tear apparent on the device, whether the device is usable and or intact in nature and other elements that would affect its resale value or costs of repair to the device. If we decide not to purchase the device, you will be given the option of allowing us to recycle the device in which case you will not receive any payment for the device. You must appropriately package the device you send us in order to protect it from harm during the shipping process. You are solely responsible for any harm that comes to the device you send us if you fail to appropriately package the device prior to sending it. C. Sending your item to us. You are solely responsible for the risk of loss or damage off to your property while it is being shipped to us and while it is shipped from us to you, should we return the item to you. D. Data Removal. We will endeavor to remove any data upon your hard drive or other media storage of your device and may reformat the drive in order to do so. However, we cannot guarantee that all personally identifiable data or other sensitive or security related information will be removed from your drive or other memory devices by us. Accordingly, you should remove any such information from your device before you send it to us. You agree to hold us harmless and indemnify us from any loss or injury resulting from your failure and our failure to remove such information prior to reselling or recycling the device that you send. We are not responsible for any loss suffered by you due to any data that is not erased from the device and becomes available to any third party subsequent to our final disposition of your device. Remember to make all necessary backups or transfer of data from your device before you send it if you wish to keep or reuse any data that is stored on your device. E. Should you be given a quote via our website AND we, upon inspection of your device, agree to pay you that quoted amount, you are legally and contractually bound to sell us such device for the price quoted via the website once you have shipped the device to us. F. Should we, upon inspection of your device, decide to offer you a lower price than originally quoted, you will have three days to either accept or reject that new price quote. The three days begins to run upon inspection of your device, our e-mailing you notice of payment and our sending you payment either pursuant to the original quote or such value as we determine in our sole discretion. If you reject the price quote and payment made prior to the elapsing of this three-day period, you must return the payment and we will return your device to you within five days thereafter. If you fail to either accept or reject the new offer/payment within the three days or IF WE ARE UNABLE TO CONTACT YOU AND YOU FAIL TO CONTACT US BY PHONE WITHIN THESE 3 DAYS, YOU WILL BE DEEMED TO HAVE ACCEPTED THE NEW QUOTE/PAYMENT AND WE WILL HAVE PURCHASED YOUR DEVICE FOR THE NEW PRICE QUOTED and paid for pursuant to the terms of this agreement. It is your responsibility to be available to receive a call or an e-mail for the purposes of our contacting you to notify you of quote and payment. It is your responsibility to ensure that e-mail from our company is not discarded as SPAM. In all cases where you request the return of your device by phone and within the three (3) days set forth above, such device will be returned free of charge. Updating your information and email communication preferences: We want to communicate with you only if you want to hear from us. If you prefer not to receive information from us, please let us know by calling us FREE at 888-821-1143 or by sending us an Email to [info@cashforlaptops.com](mailto:info@cashforlaptops.com). Please be sure to include your Email address, full name, and specifically what information you do not want to receive. Please note that sometimes these requests may take up to 1-2 weeks to be effective. In addition, when you sell your electronics to us online, we may need to contact you via phone, Email or mail to address questions or issues specific to your order, or with a promotional offer. If you would like to opt out of any further communication after completion of the principal transaction(s), please use the opt out link in the email message sent to you or contact us via email including your Email address, full name, and specifically what information you do not want to be receiving from us in the future. If you would like to update or correct your Email address, street address or other personal information with us please contact us either by phone or email. G. Lawful Sales Only. By agreeing to these terms and conditions and by shipping your device to us, you certify that you are the legal owner of the device that you send. You must own the right, title and all legal interest in the device you send us. Your sale and or shipment of any such item must not violate any law, regulation or statute of any jurisdiction. You may not unlawfully transfer or encumber any intellectual property, trademark, copyright, patent, software, license or other legal right or restriction via your shipping or selling of the shipped item. The item you ship must be free of all legal restrictions that would affect the value of the item, restrict your legal right to transfer ownership of the item (including the item itself, software present on the item, or hardware on or inside the item). You must refrain from violating any export laws or restrictions. The item you send (including all related materials, software and add on hardware) may not be counterfeited, stolen, or contain harmful or offensive content of any nature. You agree to hold us harmless and indemnify us from any and all loss of any nature, including fees, costs, judgments, liens and reasonable attorney's

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**Send us your device in the next 7 days  
AND QUALIFY FOR OUR EXCLUSIVE MONTHLY RAFFLE**

**Join our program, get paid top dollar for your used, broken or  
unwanted device & get a shot at an Apple iPad this month!**

## FAQs

Spread the Word:



### 1. How do I qualify for this exclusive raffle?

You are qualified to join the raffle if you send your device in the next 7 days after receiving the free shipping box that we sent or after receiving online the pre-paid shipping label (if you opted to use your own box).

### 2. Does it matter if I asked for a free box or used my own box to ship my device?

It doesn't matter which box you use to send your device. All you need to do is send us your laptop, cell phone, tablet or smartphone in 7 days or less.

### 3. How do I know if I am this month's winner?

Our representatives will give you a call and send you an email as soon as we draw the winner. If we can't reach you within 2 business days, we will draw another raffle and declare a new winner for the month.

### 4. When can I get my prize?

We are going to mail the prize to the address that you provided in the online transaction form. Please allow our service provider 5-14 business days to deliver your prize. Keep the tracking number that our representative will provide you with when you are notified that you are the month's winner.

### 5. What do I need to do if I'm declared the winner?

We are going to feature your photo and video on our website and social media sites. You are going to be our ambassador for the month and spread happiness among our satisfied Cash for Laptops customers! We will need confirmation of your acceptance in the 3 business days following your notification.



## Password Reset

To reset your Cash For Laptops Account password, type your email below:

Email Address:

**RESET PASSWORD** 

## Laptop Recycling: Reduce, Reuse and Recycle Properly

### Introduction

Laptops are amazing pieces of technology. They allow you to do work wherever you please. From the hotel room to the living room to the park, laptops get the job done, just like their desktop counterparts.

However, the downside to this perk is that laptops cannot be modified by the general user. Parts are directly soldered into the motherboard. Unlike desktops where you can simply swap out parts that fit your fancy, laptops have to be fixed by experienced technicians.

This means that laptop owners usually keep their laptops for many years. Around the Internet, you'll hear stories of owners sticking with their laptops for five years! It's amazing how they take care of their computers.

Also, laptops have the disadvantage of being left behind the times. Once a certain laptop model rolls into production, a newer one is already being developed, with more performance and efficiency. This makes old laptops susceptible to being sent directly to the trash, with no hope of upgrades.

With that in mind, old laptops are dangerous to the environment. They constitute a large part of a growing problem in electronic waste. According to ElectronicsTakeBack.com, 68 percent of e-waste is comprised of computers. The rest is cell phones and other electronic products.

However, disposing of old laptops isn't really anything new. There are many ways to dispose of old laptops, either by selling them, donating them, or recycling them. You can potentially even breathe new life into them.

### What to Do With an Old Laptop

#### A. Install a Solid State Drive

Solid state drives are becoming more popular these days than hard drives. They're known for being incredibly fast in loading programs, and they're also known for incredibly fast transfer rates. They are like a hard drive on steroids.

However, all that performance has a drawback. Solid state drives typically have low storage capabilities. A typical 128 GB solid state drive runs around 100 - 120 bucks, depending on the manufacturer.

However, once a solid state drive is installed, the benefits can be immediately felt. Any operating system will load in under a minute after the initial boot up.

Learn more about Solid State Drives:

- [What is a Solid State Drive?](#) - This is an informative write-up discussing SSD's and why not all PCs can install it.
- [Solid State Drive Advantages](#) - This article from Kellogg University discusses the advantages of using SSDs.
- [SSD vs Hard Disk Drives](#) - Chris Pirillo and Brandon Wirtz discussed the pros and cons between Solid State Drives and Hard Drives.

#### B. Reinstall the Operating System

If there are no funds for a solid state drive, then the most practical thing to do is wipe the system and start with a fresh operating system.

After years of use, operating systems can get clunky with all the misplaced files and unused applications. They take up memory and that's certainly not helpful if you're always using your computer.

If you have the original copy of your operating system, then it's very easy to reinstall the software. Be careful though: if your laptop only has one drive, then all the files will be wiped out. That includes your music, videos and other documents so offload all your files onto an external drive before performing this task.

If that doesn't work for you, then you can also install operating systems that are light on requirements, such as Ubuntu. They're free and can be easily installed. Linux systems are becoming more popular these days because of their easy maintenance. If you want something even simpler, you can try installing Google's Chrome OS. It's basically Google Chrome, but with more features. Applications will be limited, but you'll still be able to turn on the computer immediately and surf in no time.

Learn more about Operating Systems:

- [Computer Operating Systems](#) - This is a quick read guide on everything about Oses and their types
- [How Operating Systems Work](#) - This is an extensive, yet very informative article discussing how exactly Oses work
- [10 Great Features in 10 Different Oses](#) - This article from RedmondMag examines 10 different operating systems and what's great about them.

#### C. Install More RAM

Many laptops come with limited memory, or RAM. That's because it keeps costs down and performance limited. If your computer's been slowing down as of late and it's getting to an annoying point, then it's probably the RAM.

RAM works by storing bits of information of opened programs so when you access them again they open faster than loading from the hard drive. The disadvantage of RAM is that every time you turn the computer off, all of the memory gets wiped out. Of course, this is where hard drives come in, as they offer permanent storage.

The more programs you have open, the more memory used. If you use memory - hogging programs like photo and video editors, then your computer will experience performance problems. By adding more RAM, you're giving your laptop more room to breathe. You can now surf the net while doing plenty of other things.

Make sure you do your research before upgrading the RAM. If you have an old laptop, you're probably using DDR2 memory. If that's the case, then you have to stick with that kind since it's incompatible with other RAM. Newer laptops use DDR3 memory, and they're faster.

If you're dead set on getting rid of your laptop instead of giving it a second chance, then there are certain things you need to do.

Learn more about RAM:

- [What is RAM?](#) - This article provides information on RAM as well as other tips and workaround.
- [RAM: Add Memory to Your Computer](#) - This article from Microsoft provides step-by-step instructions on adding more memory to your computer
- [Shadow RAM](#) - This article explains Shadow Ram - the process of copying the contents of a ROM directly into the extended memory.

#### Checklist Before Disposing of Old Laptops

##### A. Back Up and Delete Data

The first thing to do before disposing of your old laptop is to back up whatever files you have there. Important files include music, documents and pictures. These things are in danger of being corrupted, so it's best you copy them to an external hard drive.

Once you're done with that, it's time to delete all of your data. It's just a matter of going to My Computer, right - clicking on the drive and selecting Format Drive. Your data will be erased.

Of course, it's necessary to get rid of every single bit of data you have on your hard drive/s because it can contain private information, such as addresses, phone numbers and credit card numbers. You don't want that kind of data to fall into the wrong hands at a junkyard.

Learn more about backups and deleting data:

- [How to back up files and recover data](#) - Microsoft has an extensive step-by-step instruction on how backup and data recover can be done.
- [How do I backup data from my PC](#) - This article provused safety tips when you backup data.
- [Don't Panic! How to Recover Data from a Dead Hard Drive](#) - Popular Mechanics tells you not to get tense when encountering a problem as big as this one. Let them tell you the ways.

##### B. Salvage Parts

Not everything in a laptop is actually broken when you decide to sell it. One good example is the hard drive. If you think your hard drive contains too much data and you're just too lazy to fix it, you can actually buy enclosures and turn them into external hard drives.

Just flip your laptop over and remove the hard drives you have on your laptop. Be careful in unscrewing the back panels. When you're done with that, just purchase the proper enclosure, such as a SATA to USB enclosure, if your hard drive uses a SATA interface. Likewise if your hard drive uses a PATA interface, then purchase the appropriate enclosure.

Once you've done these two things, you can now move on to disposing of your laptop correctly. But first, let's look at why you need to dispose of laptops in the right manner.

Learn more about salvaging laptop parts:

- [What to do with an old laptop](#) - HackADay get creative with what they do with old laptops.
- [10 useful things to do with an old laptop](#) - Techradar discusses some of the ways we can get an old laptop work for us.
- [How to Dismantle a Laptop](#) - SamtasticOnline demonstrates how to dismantle a laptop in this video.

#### Effects of E - Waste on Your Health

First of all, e - waste is a term for "electronic waste." This term encompasses basically every gadget that needs electricity to function. So that means your cell phone, laptop, refrigerator, TV and music player all classify as e - waste when they're not functioning anymore.

E - waste is a serious problem these days, especially for developed countries that continuously push the boundaries of technology. Since old tech is consistently replaced by new tech, the old tech heads straight to the scrapyard. Companies simply let them rot there for eternity, turning a blind eye.

Since electronic gadgets are comprised of different plastics and elements working together, some of that stuff is actually dangerous. That's why computer manufacturing plants work in extremely clean and protected environments.

Here are some examples of what different elements can do to your health when you are exposed:

##### Lead

Lead is one of the most common elements used in electronics. It is used as a soldering material, connecting components to the circuit boards. Since a typical computer has hundreds of components working together, a lot of lead is used.

This element is extremely toxic. It can cause brain damage, vomiting and in extreme cases, even death. Symptoms include weight loss, stomachaches and headaches.

##### Mercury

This shiny, silvery substance once found in thermometers is also used in electronics. When humans are exposed to this element, again, brain damage is the result. The liver is also damaged. You'll typically find this element in batteries. That's why on the back of battery packaging, they indicate that you should always handle batteries with care. Take those instructions seriously.

##### Cadmium

Cadmium is another popular element used in electronics. It's also used in the production of batteries and semiconductors.

When exposed to this element, serious damage to the kidneys will occur. EWasteGuide.com states that other symptoms of cadmium in the body include headaches, chills, and muscle aches.

*These are but a few of the elements commonly used in the production of electronic products.*

Learn more about EWaste:

- [Illegal E-waste exposed](#) - GreenPeace examines the effects of e-waste in China.
- [E-trash Industry Poses Hazards to Workers](#) - Want to know where do e-waste go when they leave your homes?
- [Electronic Waste Environmental Effects](#) - Check out the harmful effects of e-waste by examining the very harmful chemicals they contain.

#### Ways to Dispose of Laptops

Due to the effects of e - waste on the body, it is imperative to create safe ways to dispose of laptops. In countries where e - waste is shipped, the scraps are just burned to get the expensive minerals such as copper. This leaves the recyclers exposed to dangerous side - effects of burnt metal, plastic and other elements. They might also inhale the elements mentioned in the previous section of this article.

In light of this, there are three good ways to dispose of laptops. The first is by donating them, the second is by recycling them, and the third is by selling them. We will discuss these three different methods in the next section.

##### First - Donating

Donating an old laptop seems easy. Just give it to someone in need and you're done! While people often just give the laptop to the first potential recipient, donating to the right people makes more sense.

If you can, find out what kind of electronics donating programs are available in your area. For example, in Michigan there's a laptop donating organization

called JDS Computer Donations. They take in any kind of laptop that can be repaired and they send them to deployed soldiers overseas. They explain that this helps boost morale because soldiers able to talk with their loved ones easier than before, especially for soldiers who do not have their own laptops.

### Second - Recycling

If donating laptops isn't the choice for you, then recycling them is your next option. However, sending your laptop over to your local recycling facility won't do the trick.

One of the first things you can do is check with the manufacturer of your laptop to see if they have a recycling program.

One good example is Apple's Reuse and Recycling Program. If you have an old Mac (or any other Apple product) you'd like to get rid of, you can send it to them for free recycling.

Once they have your device, they'll evaluate how much it's worth and send that value back to you via a gift card. Then, you'll be able to use that gift card to purchase future Apple products, such as a new Mac.

Dell also has a similar program with Dell Reconnect. Only this time, they don't pay you. They'll take your old laptop and refurbish it. This creates jobs because the refurbished computers help those in need. The computers will go to training centers, shelters and the like.

### Third - Selling

The third way of disposing of old laptops is by selling them. In fact, this is the easiest of the three since you don't have to look far. The biggest names in online retail have buyback programs, similar to Apple's recycling program.

One good example is eBay's Instant Sale. It's an easy way for those who have old computers to get cash quickly. Not only do they purchase old computers, but laptops, iPods and other electronic gadgets.

Just indicate the condition of your laptop and then mail it to them. Just print the shipping label and it's already paid for. Once in their possession, they'll quickly pay you through PayPal.

If you're not satisfied with their rates, you can always check out similar buyback programs.

### Conclusion

What's the benefit to donating, selling, or recycling old laptops anyway?

Well, the first is that many old laptops that can be recycled are reused again by people in need. They also create jobs for refurbishing companies who make a living from the still - functioning parts of laptops.

Another immediate benefit is the protection of the environment and the health of the community. By keeping laptops away from landfills and recycling them properly, the risk of fatalities is reduced.

So if you have any old laptop to spare that you want to get rid of, either donate, recycle or sell it through the proper channels.

Sources:

[http://www.electronicstakeback.com/wp-content/uploads/Facts\\_and\\_Figures](http://www.electronicstakeback.com/wp-content/uploads/Facts_and_Figures)  
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## One Laptop per Child Program - What is It?

### Part 1: The Project

#### Laptops as Tools for Learning

Technology is quickly changing how students consume information for their studies. Many rely on the Internet to complete their homework as well as communicate with classmates.

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Unfortunately, developing countries are left out because they don't have access to that kind of technology. Many developing countries are still using chalk and a blackboard. While that method is indispensable to any classroom, technology can make the class more fun and engaging. Students can participate more and will learn better.

Of course, many students cannot afford their own laptops, especially if they come from poor families. This is where the One Laptop per Child project comes in. Their goal is simple - to give every child in developing countries a laptop that enhances their learning, and connects them to the Internet.

#### History

The One Laptop per Child (OLPC) project was born from an idea back in 2002 by Nicholas Negroponete. He visited a small village in Cambodia and gave them 20 laptops to use for school and to share with the community. The children quickly learned how to use the laptops for self-improvement and, according to OLPC's official website, the first English word they learned was "Google."

After that, he pitched the idea at the 2006 World Economic Forum, where he garnered support from other companies such as Quanta and AMD.

Here's a complete list of founding members who pledged to the project:

AMD, Brightstar, eBay, Google, Marvell, Nortel, Quanta, Red Hat, SES Astra.

#### The Key People Involved

##### Nicholas Negroponete - Chairman

The project is led by Nicholas Negroponete. He is a professor at the Massachusetts Institute of Technology (MIT), one of the top engineering schools in the United States.

##### Matt Keller - Vice President of Global Advocacy

Matt Keller's job is to work with governments. He travels around the world to introduce the products that OLPC makes. He also gains the support of companies and powerful nations to invest in projects. He originally worked for the United Nations World Food Programme as a senior program officer. There, he travelled the world to spread the message of children eating healthy meals at school.

##### Edward McNierney - Chief Technology Officer

Before joining the OLPC project, Edward McNierney worked in different startup companies. He was also the Director of Spreadsheet Development for Lotus, and one of the founders of TopoZone. TopoZone was the first topographic mapping and aerial photography company. The company was then bought by Demand Media.

##### C. Scott Ananian - Director, New Technologies

C. Scott Ananian is a graduate of MIT, with a PhD in Computer Science. From 2004-2005, he was the lead programmer for the Election Incident Reporting System.

#### Mission

According to One Laptop per Child's website, their mission is "to create educational opportunities for the world's poorest children by providing each child with a rugged, low-cost, low-power, connected laptop with content and software designed for collaborative, joyful, self-empowered learning. When children have access to this type of tool they get engaged in their own education. They learn, share, create, and collaborate. They become connected to each other, to the world and to a brighter future."

- [Vision vs Reality](#) - Kenneth L. Kraemer, Jason Dedrick, and Prakul Sharma discuss the issue of politics, logistics, and business as these affect OLPC's mission.



- [Nicholas Negroponte on OLPC](#) - The foundation's chairman talks on how OLPC will build and distribute \$100 laptops.
- [Overview of How the OLPC Laptops Work](#) - This great video presents a clear view on how OLPC laptops function.
- [Can OLPC Save The World's Poor](#) - Columbia University eschews One Laptop Per Child's technocentric vision whether it can solve complex social problems

## Part 2: The Laptop

In order to distribute laptops to developing countries, OLPC needed a laptop that was cheap to produce yet was durable.

Their first laptop, the XO - 1 realized that dream. Using low - powered hardware and open source software for the operating system, they were able to fashion a laptop that cost just a hundred dollars. Over the years, OLPC improved the laptops they offered. Here are the laptops that OLPC has released and their specs. The specs are lifted from their website.

### XO - 1

The XO - 1 was first released in 2006. It has the following specifications:

- CPU: 433 MHz x86 AMD Geode LX - 700 processor
- 256 MB of DDR266 RAM
- 1 MB Flash ROM
- 512 of flash memory

#### Chassis

The shell was designed by Yves Béhar, a Swiss Industrial Designer. It's composed entirely of plastic. The display is pivoting and can be transformed into a tablet form.

#### Display

The XO - 1 makes use of a low - cost LCD display. It has a resolution of 984 x 738 pixels.



### XO - 1.5



The XO - 1.5, released in 2010 features a new set of specs.

#### Dimensions

- Dimensions: 9.5 × 8.9 × 1.25
- Approximate weight: 3.19 lbs with LiFeP battery; 3.48 lbs. with NiMH battery
- Configuration: Convertible laptop with pivoting, reversible display; dirt- and moisture-resistant system enclosure

#### Main Hardware

- CPU: 1 GHz Via C7-M ultra-low voltage processor; with VX855 companion chip
- ISA compatibility: Support for the MMX, SSE, SSE2, and SSE3 x86 instruction-set extensions
- 1 GB DDR2 SDRAM, at 400 MHz
- 4 GB NAND Flash memory (Internal microSD drive, expandable)
- Integrated Graphics

#### Display

- Screen: Rotatable 7.5 inch Dual-Mode (sunlight-readable) TFT display
- Viewing area: 6 × 4.5 inches
- Resolution: 1200 × 900 pixels
- Screen power consumption: 0.1 Watt without backlight; 0.2-1.0 Watt with backlight
- Dedicated display-controller (DCON) supports use of display when CPU is suspended

#### Other Features

- Integrated color vision video camera; 640 × 480 pixels at 30FPS
- Water- and dust-proof rubber keyboard, optional standard plastic keyboard
- Two sets of four-direction cursor-control keys
- Capacitive touchpad
- HD Audio subsystem, internal stereo speakers and monophonic microphone; jacks for headphones and microphone
- Status indicators: Power, Battery, Wi-Fi, Microphone-in-use, Camera-in-use
- Magnetic lid sensor that detects closure of laptop and use in eBook mode
- Wireless networking: Integrated 802.11 b/g (2.4 GHz) interface, ad-hoc and AP modes
- Dual adjustable, rotating, and cute coaxial antennas

#### External Connectors

- DC power: 0.23 inches connector; 11 to 18 V input usable, -32 to 40 V input tolerated; power draw limited to 15 W
- Standard 3.5mm 3-pin audio jack
- Standard 3.5mm 2-pin mono microphone jack; selectable 2V DC bias selectable sensor-input mode (DC or AC coupled)
- Three Type-A USB-2.0 connectors; up to 1A power supplied (total)
- MMC/SD Card slot

#### Battery

- Battery type: 2 or 4 cell LiFePO4, -6V series configuration, user-removable
- Battery capacity: 22.8 Watt-hours; 3.5 - 6 hours of normal use
- 2,000+ charge cycles before capacity reaches 50% of new batteries
- DC power input: Anything from 11V - 25V is accepted; 6 mm power input connector with 1.65 mm center pin

#### Environmental Specifications

- Temperature certification to 50C; humidity certification to IP42 when closed.
  - The unit seals well enough that children walking to and from school don't need to worry about rain or dust.
- Keyboard and base is water resistant
- Maximum altitude: Up to 3000m (14.7 to 10.1 PSIA) (operating), 12000m when not operating
- Shock: 125g, 2ms (operating), 4ms (not operating); Random vibration: 0.75g zero-to-peak, 10 Hz to 500 Hz (operating); twice that when not operating
- 2mm plastic walls (60% thicker than most systems)

### XO - 1.75

The XO - 1.75 is even better than the last laptop. Released in 2011, it features the ARM





- Sunlight readable
- Solid state (LED) backlight

#### Camera Module

- Integrated user-facing color video camera
- 640 x 480 pixels
- Full frame rate (30fps)

#### Wireless Networking

- Integrated IEEE 802.11/b/g (2.4 GHz) wireless networking interface
- Ad-hoc and AP mode networking supported
- Capable of network operation when CPU is sleeping

#### Input Devices

- Water and dust proof rubber keyboard
- Capacitive touchpad

#### Buttons

- Power button on the side of the display
- Screen rotate button on the side of the display
- Two sets of 4-direction cursor control buttons
- Magnetic sensor detects laptop closure
- Magnetic sensor detects use in eBook mode

#### Indicators

- Power on/off LED
- Battery status LED (Dual color)
- Wi-Fi status LED
- Storage status LED
- Hardware controlled internal Microphone In Use LED
- Hardware controlled Camera In Use LED

#### Power Conversion

- DC power input, from 11V to 25V
- Integrated charger for Ni-MH/ LiFePO4 batteries
- High efficiency LED Backlight control circuit
- 6 mm power input connector (1.65 mm center pin)

#### Battery Pack

- 2 cells of LiFePO4 AF type with integrated gas gauge IC
- 2800 mAh typical capacity
- 5.5V to 7.5V operating range (at 0.2C discharge)
- -10°C to 50°C operating temperature range
- Safety: UL 1642 and UL 2054 qualified
- A minimum of 50% charge left after 2000 charge cycles

#### AC adapter

- 25W external AC adapter
- 90v (-10%) ~ 240v (+25%), 35-60Hz, AC input
- 13.5V DC output
- Safety: IEC 60950-1, EN 60950-1 & CSA/UL 60950-1 qualified
- Extra Transient and Burst Immunity: IEC 61000-4-4 passed
- Extra Surge Immunity: IEC 61000-4-5 passed
- Weight: <1.5Kg
- Size: 9.65 x 9 x 1.2 inches

## Part 3: The Software

The operating system used in the OLPC laptops is open source software. This means that it is free and customizable. OLPC named it Sugar and it was written using the programming language Python. It can be run through virtualization in Linux, Windows or Mac.

The software was developed by Sugar Labs. The entire interface is simple and doesn't require much effort. After all, the software is geared towards children.

There are two main features of Sugar essential to students: The Journal and Collaboration. The Journal is the main repository of the files. Basically, the Journal creates a list of entries that the student needs to complete. Each entry contains information about the task at hand and a screenshot of the display when it was last used.

In Collaboration, the laptops connect with each other, depending on the program that supports networking. This feature allows laptops to share files to make work easier. It allows the students to interact through Wi-Fi also.

According to Floss Manuals, here is an in - depth explanation of Collaboration:

*"The Neighborhood View shows icons for everyone on the network. Every icon looks like a stick figure made by putting an "O" above an "X". Each icon has a name, chosen by the student when she sets up her computer. Every icon is displayed in two colors, also chosen by the student. In addition to these "XO" icons there will be icons representing mesh networks and others representing WiFi hot spots. Finally there will be icons representing active Activities that their owners wish to share.*

*To understand how this works consider the Chat Activity. The usual way applications do chat is to have all the participants start up a chat client and visit a particular chat room at the same time. With Sugar it's different. One student starts the Chat Activity on her own computer and goes to the*

*Neighborhood View to invite others on the network to participate. They will see a Chat icon in their own Neighborhood View and they can accept. The act of accepting starts up their own Chat Activity and connects them to the other participants.*

*The Friends View is similar to the Neighborhood View, but only contains icons for people you have designated as Friends. Collaboration can be offered at three levels: with individual persons, with the whole Neighborhood, and with Friends. Note that the student alone decides who her Friends are. There is no need to ask to be someone's Friend. It's more like creating a mailing list in email."*

- [HBS Cases - One Laptop per Child](#) - a research as to why OLPC's goals are difficult to achieve
- [How Not to Run a Laptop Program](#) - This article is suggesting how OLPC is challenged with their mission.
- [XO - 1 Review](#) - John from Duke University reviews the XO -1 laptop.
- [OLPC in Peru](#) - Check out Monterey Institute of International Studies' group in action in Peru

## Conclusion

Currently, OLPC has distributed at least 2.4 million laptops around the world, mostly in Africa, South America and Asia. Uruguay received half a million laptops while smaller countries such as Cambodia only received 1,000 laptops. Regarding the future of OLPC, it looks very positive. They are currently pairing up with tech companies to create apps that will improve the user's laptop experience and in terms of expansion, they are reaching out to poverty-stricken countries such as Colombia.

## Sources:

- [Official One Laptop Per Child Website](#) - All details about the OLPC project are in this website
- [Detailed Look on Sugar - XO's User Interface](#) - A detailed look on the XO Laptop's user interface
- [One Laptop Per Child - 7 Years Later](#) - An article evaluating OLPC's initiatives after 7 years
- [OLPC can Make Computer Science More Relevant](#) - How the project made Computer Science become motivated
- [The OLPC Project](#) - Nicholas Negroponte talks about the project on the Colbert Report
- [A Mission, Not a Market](#) - OLPC's president talks about the project's mission
- [Intel and OLPC](#) - What happened with Intel's departure from the One Laptop Per Child Project
- [New OLPC](#) - Check out this new redesign of the XO Laptops
- [OLPC in Ethiopia](#) - Negroponte discusses OLPC field experiments in the African country
- [A Blurry Vision](#) - An article discussing the OLPC's initiatives

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## The Impact of Laptop Computers on College Students

### Laptops in Schools



The emergence of the laptop as a gadget of mass consumption also made it a standard equipment in higher education. Not only do college students bring their laptops to class of their own volition, but a good number of universities have instituted initiatives to encourage this practice as well. Many observers have termed the use of laptops and access to Wi-Fi technology "ubiquitous."

However, these efforts to allow mobile gadgets, particularly the laptop, for use in classrooms has received strong backlash. While college officials have encouraged laptop use in their facilities, faculty and teaching staff have banned it in their own classrooms, citing concerns about the negative effects of laptops on the learning process of students. Thus, there has been a developing disagreement between camps that encourage the use of laptops and those who are against it.

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  - [For Students' Attitude](#)
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### The Laptop Adoption in College

Since the start of the new century, innovators in the field of technology have touted advances in technology, particularly laptops designed with wireless connectivity as the next breakthroughs in educational innovation. While it used to be that laptops were only used for note-taking and as status symbols popularized by pop culture (for example, Elle Woods using a pink iBook in a law school classroom in the movie "Legally Blonde"), nowadays, laptops have become devices that allow students to have [constant and universal access to information](#) anywhere on campus. The adoption of laptop programs has been pushed, if not forced on faculty members, with assurances that getting on the bandwagon would allow everyone to reap the rewards of this revolution in education. The main question, though, is whether the laptop, as a technological innovation, has a positive impact on students' education.

### Effects of Laptop Use in Learning

There has been evidence suggesting that the use of laptops and environments that allow ubiquitous computing have [positive impacts](#). Studies have found that the use of laptops in the classroom has the following positive effects:

#### For teacher-student interaction:

- Laptop use encourages and eases interactions between students and faculty. Armed with their laptops, students feel they have a platform to communicate with their teachers on a level field.
- Because of laptops, students are [more inclined to participate in class](#). With more up-to-date information courtesy of their Wi-Fi connected laptops, they can feel more confident to contribute to class discussions, thus increasing the active learning and engagement of everyone in the classroom.
- With discussion points posted beforehand, students can come more prepared and informed of what to expect during the class. Furthermore, if teachers use these points when the class actually takes place, the students have a guide for where things are going, making them stay on track and not lost the entire class time.
- Speaking of guidance, students with laptops have a more enhanced explanatory learning experience, especially when they are in large classes and the teacher cannot cater to every student's concerns one by one. In some cases, the student can follow the instructor's explanations and can get more answers through the Internet instead of raising questions for the instructor to answer, which may disrupt the teacher and the flow of the class. In turn, more meaningful interactions between students and teachers occur, and petty and trivial exchanges can be avoided.

#### For students' attitude:

- When laptops are coupled with activities based on the Internet, more students express higher levels of satisfaction with their performance, whether through their individual work or in group projects.
- Studies on laptop use in classrooms among students found that those with their mobile devices are [more motivated](#) to apply what they learn, thus improving their academic achievements.
- Compared to students who don't use their laptops in the classroom, those that do record higher participation rates and higher interest in learning. They are also more motivated to [perform well in their academics](#).
- Students feel less stressed because they carry less to school. Instead of carrying so many things to school, from books to pens and other devices, they could just bring one gadget. This could help them be more relaxed and energetic instead of feeling tired all the time, carrying so much stuff with them.

Students with laptops feel that the information they place on their laptops is secure, so they can concentrate on studying instead of spending time looking for notes and things that they easily misplace or lose. Save for any untoward incident, all information saved on a laptop will stay on it for a long time. The organizational features of a laptop are a definite attitude modifier for students.

*For scholarly studies on how laptops positively affect students' education:*

- [The Impact of Technology on Student Achievement](#) - A study on how students with routine access to technology learn skills faster
- [In Class Laptop Use and Effect on Learning](#) - a study on whether laptops aid or hinder learning
- [Importance of Technology in Vermont Schools](#) - a video discussing how electronics can facilitate education.

## Studies on the Effects of Laptops in Universities

In a survey of students in 2011, the majority expressed that laptops had a [more positive than negative effect on their academic career](#). Some even claimed that laptops had [contributed significantly](#) to their success in their studies. Even in studies focusing on non-traditional and non-structured use of laptops in the classroom, students felt features such as instant messaging were becoming increasingly important. According to them, they find instant and private messengers useful when making comments or asking fellow students questions without having to disturb the flow of discussion, though they did not clearly distinguish these features as being beneficial to their learning.

On the other hand, the main opposition to the use of laptops in classrooms stems from faculty members. A majority of these opponents of laptop use is concerned about how students get distracted when using their laptops in class. They feel that instead of focusing on the discussion, students wander off and surf the Internet, engage in virtual chat sessions with other people, even those who are not in the classroom, or worse, play games while physically present in class.

Moreover, here are other disadvantages of allowing laptop use in schools, particularly in classrooms:

- With more and more students taking advantage of the flashiest, most advanced laptops and mobile computing devices, incidences of theft have increased. Laptop black markets have mushroomed in college towns, selling stolen laptops at very affordable prices. Moreover, college officials are now accused of profiling students, as there have been incidences where students from lower incomes are automatically singled out as suspects whenever someone loses a laptop.
- The argument that laptops are making college students furnish better projects because of easier access to information and better techniques of presentation can be argued from the point that laptop users are just developing their skills in plagiarizing rather than producing original and truly creative work. Moreover, according to critics, projects submitted by laptop-enabled students can be described as having [more form than substance](#), with fancy and glitzy effects covering up for deficiencies in academic merit.
- Laptops are not as cost-efficient as they are made out to be. In the first place, the cost of the unit is at least \$1,000 which is equivalent to at least 20 textbooks. Moreover, laptops are prone to breaking, and repairing them would take more money from the owner. Ongoing costs for schools keeping a program providing laptops are as expensive as the initial stages, for power and maintenance costs can equal the money spent to procure units at the start. This money is said to be better spent on other projects like providing more affordable housing for students.
- Frequent laptop users, especially Internet users, may become socially detached and devoid of real life socialization opportunities. Because they are too attached to their laptops, they may decline opportunities to join campus activities, parties, study groups, and other events where they can socialize. Students with laptops may feel that since they have laptops, they can find all the answers to their academic inquiries through their device instead of consulting fellow students or even teachers. Schools should know how to encourage their students to use their laptops but not to the point when they sacrifice everything, including actual socialization.

*Additional information:*

- [Impact of Laptop Computers on Students' Academic Lives](#) - a study detailing how students use laptops to support their educational learning and how the device affect their work and lives.

Ultimately, the results of studies suggest that the adverse effects of in-class laptop use on students can be classified into two points:

- The use of laptops actually has a negative association with the learning process of students.
- The use of laptops is not only distracting the student with the laptop, but also makes fellow students distracted, as they tend to divert their attention to the student using the laptop instead of focusing on the teacher.

But more than a distracted learning process, health hazards are also related to people using their laptops too much. For students who spend too much time in front of the computer screen, these health complications may arise:

- Eye fatigue - In certain studies, close to 90 percent of people who use computers and laptops end up feeling eye strain. This condition is caused by the eyes having to look at screens for a long time. This condition can be avoided when laptop users take long frequent breaks and have adequate lighting so that the eyes don't need to strain. However, since lectures may last hours without breaks, college students using laptops in the classroom may suffer from this condition.
- Complications in the forearm, wrist, and elbow - Most college students using their laptops in the classroom may not have a spacious table to place their laptops on while they're using it, so they end up placing their laptops on top of their laps while typing uncomfortably. The awkward positioning of the wrists and hands while typing [can cause injuries](#) to these parts of the body. Commonly referred to as RSI, repetitive stress injury is [caused](#) by hands being used in unnatural positions. Activities such as playing video games and typing cause this condition. Students using their laptops in the classroom where they are awkwardly positioned can feel symptoms like sore fingers, forearms, and wrists. In worse conditions, awkward positioning of the body when using a laptop causes carpal tunnel syndrome, a condition that is commonly referred to as the aching of the back of the palm, underneath the thumbs. When someone has carpal tunnel syndrome, he or she has limited movement of the wrist area for some time.
- Musculoskeletal Disorders - These conditions can range from aches to severe pains in the muscles and joints. Symptoms include a burning sensation in the joints and sore or dry eyes. They are also caused by prolonged use of laptops.

## A Compromise

In line with this, groups in favor of laptop use in classrooms propose a compromise to carefully control the quality of students' laptop use in school. Methods such as a laptop-up laptop-down system have been instituted. Students have to close their laptops when there is a lecture going on so they pay proper attention and avoid using the gadgets when the teacher is conducting a lecture. If they are in a question-and-answer segment or have seatwork, then students can use their laptops. Others suggest that a program be installed on the teacher's computer that can monitor the activities of all the laptops being used in the classroom.

With the pros and cons detailed, here are some ways in which laptops can be more of a good thing than a bad one:

- School network administrators should find a way to exercise control over the sites that students can have access to when they use the college's wireless Internet connection. Websites for social networking should not be allowed in classrooms, as they obviously hinder and distract students from focusing on learning.

- Students should also know how to regulate the use of their laptops, especially when inside the classroom. While it has been proven that they can benefit from using laptops, they should know how to exercise control and realize when using it is hindering them from learning.
- Lastly, students should be mindful of where to use their laptops. They should take care of their laptops and not just leave them unattended. In turn, this should take one problem from school administrators, as laptop theft can be taken off their list.

Ultimately, laptops for use on college campuses have both their good and bad sides. It is essential for college administrators to make sure that these technologies do not hinder their students' learning, and instead enhances them. For their part, students should also do their share in making laptop usage in schools a beneficial venture for all parties involved.

*Additional Resources:*

- [Exploring the Benefits and Challenges of Using Laptop Computers in Higher Education Classrooms: A Formative Analysis](#) - a study that aims to find out if technology-assisted learning has twice more benefits in college classrooms than the traditional setup.
- [Advantages of Laptops in School](#) - a bullet list of the benefits of laptops in schools.
- [Laptops for Learning](#) - a report assessing the use of mobile computers in all environments
- [How do laptops affect student work?](#) - a study that examines how laptops affect the interaction of students and teachers in the classroom.

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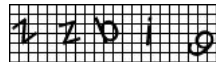


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At CashforLaptops, we provide you with different ways to get rid of and make money out of your device. Whether you choose to sell or trade in a laptop for cash, expect to receive no less than the highest amount of money for your electronic device.

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We understand your need as a techie to upgrade to the latest device. Our primary goal is to help you earn the financial rewards you can get from ditching your old laptop. With CashforLaptops, you



faster, easier way to sell your iPhone for cash.

4) 100% reliable, trackable, and insured. Thousands of people sell us their iPhone or laptop; students, families, businesses, and organizations. We insure your iPhone in transit and you can even track the location and arrival of the iPhone you sell.

5) We'll buy your iPhone in any condition. Used or broken, sell your iPhone even if it's missing a battery and charger... We don't care. We'll give you cash for it anyway.

can sell laptops for cash and get money to help you afford that latest model.

No Cost on Your End

At CashforLaptops, we take packaging and shipping fees out of the equation. We cover these charges to eliminate any expense you have to pay; giving you more value for your money. We let you sell laptops online without having to pay for anything.

Sell a laptop for cash only with the name you can trust. Get in touch with us to get an initial quote.

## CashforLaptops Blog

### [Going out with a Bang: Making Money Out of Old, Unused, and ...](#)

January 20, 2014

A flight of stairs, the sidewalk, a baby, the toilet, a bottle of soda not capped tightly enough; these are the most common gadget-killers, lurking everywhere and waiting for the right moment to bust or fry your phone, laptop, and other electronics. It's not a matter of "if," but more of "when." When your gadgets break — and chances are they will, if you're not careful — there is still a way to get something out of it. Brok...

[Read More](#)

### [Selling Used Electronics the Rewarding Way...](#)

January 16, 2014

Trading old, used, or broken electronics for cash is the best way to get rid of electronic devices. Be it a laptop, a tablet, or a smartphone, many companies buy these products at a top-dollar price and dispose them in an environment-friendly way. While this is the standard practice, not all buyers provide the same service. You can reap more benefits if you find companies willing to give more than the others do. To make the most out of thi...

[Read More](#)

### [Asus Zenbook UX51Vz - DH71 Review...](#)

March 25, 2013

Windows 8 laptops have been getting lukewarm reception due to poor design and implementation. However, Asus hopes to remedy that by creating a laptop that is an extension of their popular UX line of ultrabooks. The result is the UX51Vz-DH71, an ultrabook with a 15.6 – inch screen, great design and great hardware choices. Design If you've seen previous UX ultrabooks by Asus, then the UX51Vz has the same look, only bigger. It feature...

[Read More](#)

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[Referral Program](#) | [Laptop Resources](#) | [Sell MacBook](#) | [Blog](#) | [Testimonials](#) | [Terms & Conditions](#) | [Site Map](#) | [iPad Raffle](#)

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## **Exhibit 3**

1 STATE OF NEVADA  
2 OFFICE OF THE ATTORNEY GENERAL

3 IN RE CONFIDENTIAL INVESTIGATION )  
4 OF DECEPTIVE TRADE PRACTICES )

FIRST  
SUBPOENA DUCES TECUM

5 The State of Nevada, Office of the Attorney General, sends greetings to:

6 *Laptop and Desktop Repair LLC*  
7 *Attn: Vadim Kruchinin - Resident Agent*  
8 *5390 Vista Ridge Way*  
9 *Reno, NV 89523*

10 An investigation is being initiated pursuant to the receipt of information by the Office of  
11 the Attorney General concerning the alleged commission of a practice declared to be unlawful  
12 under the Nevada Deceptive Trade Practices Act, (NRS Chapter 598). NRS 598.0963(3)  
13 states in relevant part: "If the Attorney General has cause to believe that a person has  
14 engaged or is engaging in a deceptive trade practice, the Attorney General may issue a  
15 subpoena to require the testimony of any person, or the production of any documents, and  
16 may administer an oath or affirmation to any person providing such testimony." The Attorney  
17 General having cause to believe that a person has engaged or is engaging in a deceptive  
18 trade practice, and believing it to be in the public interest that an investigation concerning the  
19 above-referenced activities be made, has determined that certain information is necessary in  
20 connection with that investigation and that an examination of records, books, documents, and  
21 papers is necessary in order to conduct a complete and fair investigation of the allegations  
22 raised. THEREFORE:

23 WE COMMAND YOU, pursuant to the provisions contained in Section 598.0963(3) of  
24 the Nevada Revised Statutes ("NRS"), that all singular business and excuses being set aside,  
25 for you to:

- 26 a) appear with; or  
27 b) deliver by mail or delivery service postmarked prior to the date for which production  
28 has been designated,

a true and correct copy of any document or other item requested, with a signed and notarized

1 copy of the attached "CERTIFICATE OF CUSTODIAN OF RECORDS," to the Office of the  
2 Attorney General, 100 North Carson Street, Carson City, Nevada, 89701, on October 15,  
3 2014, 4:00 p.m., copies of the following:

4 *Any and all documents or records as described below related to the following*  
5 *identifiers from January 1, 2014 to date:*

- 6 • *Laptop & Desktop Repair LLC*
- 7 • *Laptopathon*
- 8 • *ECylceBest*
- 9 • *cash4laptops.com*
- 10 • *cashforlaptops.com*
- 11 • *cashforiphones.com*
- 12 • *cashforberrys.com*
- 13 • *cashforsmartphones.com*
- 14 • *cashforapples.com*
- 15 • *cashforipads.com*
- 16 • *laptopaid.com*
- 17 • *laptopaid.us,*
- 18 • *laptopzyx.com*
- 19 • *cellphonecity.com*
- 20 • *iphonepartspro.com*
- 21 • *pei-jian.com,*
- 22 • *ecyclebest.com*
- 23 • *laptopheaven.com*
- 24 • *cash4printers.com*
- 25 • *trademark247.com*

26 *including copies of*

- 27 • *All contracts used by any of the above identifiers for the purchase of any any*  
28 *electronic or other device from any individual.*
- *All documents in your possession or under your control relating to any offer to*  
*purchase any electronic or other device from any individual.*
- *All documents in your possession or under your control relating to any*  
*counter offer for the purchase any electronic or other device from any*  
*individual.*
- *All documents in your possession or under your control relating to any*  
*payment for the purchase any electronic or other device from any individual.*
- *Any voice recording, email, text message or other recorded communications*  
*in your possession or under your control relating to any offer to purchase any*  
*electronic or other device from any individual.*
- *Any voice recording, email, text message or other recorded communications*  
*in your possession or under your control relating to any counter offer for the*  
*purchase any electronic or other device from any individual.*
- *Any voice recording, email, text message or other recorded communications*  
*in your possession or under your control relating to any payment for the*  
*purchase any electronic or other device from any individual.*
- *Any record stored in ESI form in your possession or under your control*  
*relating to any counter offers for the purchase of any electronic or other*  
*device from any individual.*
- *Any record stored in ESI form in your possession or under your control*  
*relating to any offer to purchase any electronic or other device from any*

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- individual.*
- *Any record stored in ESI form in your possession or under your control relating to any payment for the purchase of any electronic or other device from any individual.*
- *A list of all persons in which any electronic or other device was sent to any of the above identifiers then returned for whatever reason, including the name address and any other contact information for those individuals and any document or record stored in ESI related thereto.*
- *All bank records showing the payment for the purchase of any electronic or other device from any individual, including but not limited to cancelled checks, bank statements and any other record for the payment for the purchase of any such device.*
- *Copies of all your telephone call records, including but not limited to billing statements, or in the alternative, a notarized waiver for the telephone service provider to disclose such call records.*
- *Copies of all documents disclosing any counter offer policy and how that policy was communicated to sellers of electronic or other devices.*

**DEFINITIONS**

“ALL” means any and all records of documents related to the information sought even though the name of the actual identifier is spelled slightly differently or misspelled above.

“DOCUMENT” or “BUSINESS RECORD” means any business record, whether written, printed, typed, recorded or graphic matter, photographic matter, sound reproductions, computer files, tapes, inputs or outputs, however, produced or reproduced or in any other matter from which information may be obtained, and drafts, non identical copies, file folders and jackets in which the documents are contained. Non identical copies refer to reproductions of the original document which have notations, markings, comments, or other material not appearing in the original.

“CONTRACT” or “AGREEMENT” includes not only the original contract, but also includes any and all renewals, amendment, modification, codicil or any other document or record identifying any promise, agreement, procedure or costs related to any services to be provided or any instructions by any entity identified in this subpoena.

“CORRESPONDENCE” means all letters, telegrams, notices, messages, or other written communications or memoranda, or other records of conversations, meetings, conference or other oral communications.

“ESI” means “electronically stored information” and shall include, without limitation, any information, including files, documents, images, video, metadata or any combination thereof

1 stored, created, or used on any electronic storage device, disk, tape (including backup tapes  
2 and other backup media), or other computer or digital storage medium, microfilm, microfiche,  
3 floppy, or any other storage or recording medium. ESI includes without limitation electronic  
4 mail messages, voicemail messages, instant messaging or IM, text messages, information  
5 stored on web pages or web servers, and database records.

6 "IDENTIFIER" includes each named entity, any entity or person doing business by that  
7 name or similar name, regardless of spelling, and any subdivision, business, operation,  
8 company, or partnership, owned in any part by the named entity or sharing offices with the  
9 named entity at any address listed above.

10 **INSTRUCTIONS**

11 This subpoena and the items requested herein are to be interpreted in the broadest  
12 possible terms and not narrowly construed. This subpoena is to be regarded as continuing in  
13 nature for ninety (90) days after date of service and supplemental information is to be provided  
14 within ten (10) days of when such information becomes known. Should any question arise as  
15 to whether any document or information is identified with this subpoena, please call this office  
16 at (775) 684-1169. An amended subpoena can be provided to identify such items if necessary.

17 In each instance in which a document is produced in response to a request, the current  
18 edition should be produced together with all earlier editions or predecessor documents serving  
19 the same function during the relevant time period, even though the title of earlier documents  
20 may differ from current versions.

21 The document request calls for all described documents in your possession, custody or  
22 control without regard to the person or persons by whom or for whom the documents were  
23 prepared (e.g., your company employees, distributors or dealers, competitors, or others).

24 The following procedures shall apply to the production, inspection and copying of  
25 documents:

26 a. The producing parties shall produce original, complete documents or records.  
27 Documents or records shall be produced in the order that the documents are maintained in the  
28 producing party's files in original folders with the folder's original file tabs.

1           b. All attachments to responsive documents or records shall be produced attached to  
2 the responsive documents.

3           c. No portion of any documents or records will be masked and the entire document shall  
4 be produced.

5           d. The producer shall label each group of documents, records or interrogatories in the  
6 following manner: Response to Subpoena Duces Tecum Request No. 1; Response to  
7 Subpoena Duces Tecum Request No. 2, etc., and attach the label to the corresponding  
8 documents, records or interrogatories.

9           e. The producer will provide a key to all abbreviations used in the documents or  
10 records. The key will be attached to the appropriate documents or records.

11           f. For each document or record produced, the producer will indicate the name of the  
12 individual from whose files the particular document or record was found.

13           g. All responsive documents or records that are maintained in electronic format are to  
14 be produced in "TIFF" format with associated linking files on CD-ROM. If you are unable to  
15 produce documents or records in "TIFF" format, they may be produced in "PDF," "native," or  
16 other electronic format that is readily accessible by commonly available personal computer  
17 software programs. Responsive documents or records produced in electronic format must (i)  
18 be properly identified, (ii) be produced in a format that accurately captures each version of the  
19 document, including handwritten notes, signatures, etc., (iii) include all associated  
20 electronically-searchable text files for the document or record, (iv) include all metadata  
21 associated with the document or record, and (v) otherwise comply with other provisions of  
22 these instructions.

23           h. All responsive documents or records that are maintained in a computer database in  
24 addition to being produced in "PDF" format are to be produced in database format, along with  
25 all necessary keys and indexes necessary to search and access such documents using the  
26 appropriate database program.

27           If any document demanded to be produced herein was in your possession, custody, or  
28 control, but has since been disposed of, lost, discarded, destroyed, or otherwise has become

1 unavailable within four years of the date of this set of demands, please identify which  
2 documents were destroyed and state further the identity of the person who ordered them  
3 destroyed and the reason for their destruction.

4 **NOTE: This subpoena does not require that you travel to the State of Nevada or**  
5 **to the Nevada Attorney General's Office.** You may comply with this Subpoena Duces  
6 Tecum by forwarding a true and correct copy of any document or other item requested,  
7 postmarked prior to the date for which production has been designated, **with a signed and**  
8 **notarized copy of the attached "CERTIFICATE OF CUSTODIAN OF RECORDS."** Failure to  
9 appear with, or deliver the requested information, as stated above, shall be deemed a violation  
10 of Chapter 598.097 of the Nevada Revised Statutes and will subject you to such sanctions and  
11 penalties as are determined by law. Failure to deliver a signed and notarized copy of the  
12 attached "CERTIFICATE OF CUSTODIAN OF RECORDS" will be considered a failure to  
13 comply with this subpoena.

14 Please take notice that this subpoena is being issued as part of a confidential  
15 investigation of deceptive trade practices which may be alleged against one or more of the  
16 individuals and businesses identified herein. It is therefore the express request of the Office of  
17 the Attorney General that this matter remain confidential and that no notification be sent to any  
18 person, business or entity listed above, or to any other person or entity which is not part of the  
19 Nevada Attorney General's Office or other federal, state or local law enforcement agency. Any  
20 information provided as a result of this subpoena may be shared with other federal, state or  
21 local law enforcement agencies as part of any joint investigation, and may be offered as

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1 evidence in any action or prosecution filed by such agency or this office, but will not otherwise  
2 be disseminated or made public.

3 WHEREFORE, I have set my hand this 24<sup>th</sup> day of September, 2014.

4 CATHERINE CORTEZ MASTO  
5 Attorney General

6  
7 By: \_\_\_\_\_

8 John R. McGlamery  
9 Senior Deputy Attorney General  
10 Bar Number 00516  
11 100 North Carson Street  
12 Carson City, Nevada 89701-4717  
13 (775) 684-1169  
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Office of the Attorney General  
BUREAU OF CONSUMER PROTECTION  
100 North Carson Street  
Carson City, Nevada 89701-4717



Office of the Attorney General  
BUREAU OF CONSUMER PROTECTION  
100 North Carson Street  
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**CERTIFICATE OF CUSTODIAN OF RECORDS**

STATE OF \_\_\_\_\_ }  
COUNTY OF \_\_\_\_\_ } ss.

COMES NOW \_\_\_\_\_, first being duly sworn, deposes and says:

1. That the deponent is the \_\_\_\_\_ of \_\_\_\_\_ and in such capacity as \_\_\_\_\_ is a custodian of the records of \_\_\_\_\_.

2. That on the \_\_\_\_ day of \_\_\_\_\_, 2014, the deponent was served with a subpoena in connection with the above-entitled cause, calling for the production of records pertaining to \_\_\_\_\_.

3. That the deponent has examined the original of those records and has made a true and exact copy of them and that the reproduction of them attached hereto is true and complete.

4. That the original of those records was made at or near the time of the act, event, condition or opinion recited therein by or from information transmitted by a person with knowledge, in the course of a regularly conducted activity of the deponent or the office or company in which the deponent is engaged.

\_\_\_\_\_  
CUSTODIAN OF RECORDS

SUBSCRIBED and SWORN TO before me  
by \_\_\_\_\_  
this \_\_\_\_ day of \_\_\_\_\_, 2014

\_\_\_\_\_  
NOTARY PUBLIC  
(Seal)

Office of the Attorney General  
BUREAU OF CONSUMER PROTECTION  
100 North Carson Street  
Carson City, Nevada 89701-4717

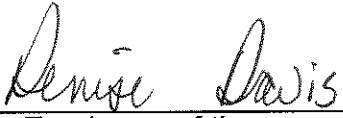
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CERTIFICATE OF SERVICE

I am an employee of the Office of the Attorney General, Bureau of Consumer Protection, over the age of 18 years, and certify that I served a true and correct copy of the foregoing Subpoena Duces Tecum upon all parties of record in this proceeding by mailing a copy via United States Mail, certified, return receipt requested, addressed to the following:

Laptop and Desktop Repair LLC  
Attn: Vadim Kruchinin - Resident Agent  
5390 Vista Ridge Way  
Reno, NV 89523

Dated this 24<sup>th</sup> day of SEPTEMBER, 2014.

  
An Employee of the  
Office of the Attorney General

Office of the Attorney General  
BUREAU OF CONSUMER PROTECTION  
100 North Carson Street  
Carson City, Nevada 89701-4717

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I am an employee of the Office of the Attorney General, Bureau of Consumer Protection, over the age of 18 years, and certify that I served a true and correct copy of the foregoing Subpoena Duces Tecum upon all parties of record in this proceeding by mailing a copy via United States Mail, certified, return receipt requested, addressed to the following:

Laptop and Desktop Repair LLC  
Attn: Vadim Kruchinin - Resident Agent  
5390 Vista Ridge Way  
Reno, NV 89523

Dated this 24<sup>th</sup> day of September, 2014.

Denise Davis  
Employee of the  
Office of the Attorney General

U.S. Postal Service™  
**CERTIFIED MAIL™ RECEIPT**  
(Domestic Mail Only; No Insurance Coverage Provided)  
For delivery information visit our website at www.usps.com

7012 1640 0001 2579 8939

**OFFICIAL USE**

Postage	\$
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$ <u>6.69</u>

Postmark Here  
SEP 24 2014  
CARSON CITY NV

Laptop and Desktop Repair LLC  
Attn: Vadim Kruchinin - Resident Agent  
5390 Vista Ridge Way  
Reno, NV 89523

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"><li>Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.</li><li>Print your name and address on the reverse so that we can return the card to you.</li><li>Attach this card to the back of the mailpiece, or on the front if space permits.</li></ul>	A. Signature <u>[Signature]</u> <input type="checkbox"/> Agent <input checked="" type="checkbox"/> Addressee
1. Article Addressed to:	B. Received by (Printed Name) <u>Valena James</u> C. Date of Delivery <u>9/24</u>
Laptop and Desktop Repair LLC Attn: Vadim Kruchinin - Resident Agent 5390 Vista Ridge Way Reno, NV 89523	D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input checked="" type="checkbox"/> No
2. Article Number (Transfer from service label) 7012 1640 0001 2579 8939	3. Service Type <input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.
	4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes

1 STATE OF NEVADA  
2 OFFICE OF THE ATTORNEY GENERAL

3 IN RE CONFIDENTIAL INVESTIGATION )  
4 OF DECEPTIVE TRADE PRACTICES )

FIRST  
SUBPOENA DUCES TECUM

5 The State of Nevada, Office of the Attorney General, sends greetings to:

6 *Vadim Olegovich Kruchinin aka David Kruchin*  
7 *5390 Vista Ridge Way*  
*Reno, NV 89523*

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23 for you to:

24 a) appear with; or

25 b) deliver by mail or delivery service postmarked prior to the date for which production  
26 has been designated,

27 a true and correct copy of any document or other item requested, with a signed and notarized  
28 copy of the attached "CERTIFICATE OF CUSTODIAN OF RECORDS," to the Office of the

1 Attorney General, 100 North Carson Street, Carson City, Nevada, 89701, on October 15,  
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- 14 • *cashforipads.com*
- 15 • *laptopaid.com*
- 16 • *laptopaid.us,*
- 17 • *laptopzyx.com*
- 18 • *cellphonecity.com*
- 19 • *iphonepartspro.com*
- 20 • *pei-jian.com,*
- 21 • *ecyclebest.com*
- 22 • *laptopheaven.com*
- 23 • *cash4printers.com*
- 24 • *trademark247.com*

25 *including copies of*

- 26 • *All contracts used by any of the above identifiers for the purchase of any any*  
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46 *device from any individual.*
  - 47 ▪ *Any record stored in ESI form in your possession or under your control*  
48 *relating to any offer to purchase any electronic or other device from any*  
49 *individual.*
  - 50 ▪ *Any record stored in ESI form in your possession or under your control*

1 relating to any payment for the purchase of any electronic or other device  
2 from any individual.

- 3 ■ A list of all persons in which any electronic or other device was sent to any of  
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- 7 ■ All bank records showing the payment for the purchase of any electronic or  
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9 bank statements and any other record for the payment for the purchase of  
10 any such device.
- 11 • Copies of all your telephone call records, including but not limited to billing  
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19 "CONTRACT" or "AGREEMENT" includes not only the original contract, but also  
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22 provided or any instructions by any entity identified in this subpoena.

23 "CORRESPONDENCE" means all letters, telegrams, notices, messages, or other  
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28 company, or partnership, owned in any part by the named entity or sharing offices with the

1 named entity at any address listed above.

2 **INSTRUCTIONS**

3 This subpoena and the items requested herein are to be interpreted in the broadest  
4 possible terms and not narrowly construed. This subpoena is to be regarded as continuing in  
5 nature for ninety (90) days after date of service and supplemental information is to be provided  
6 within ten (10) days of when such information becomes known. Should any question arise as  
7 to whether any document or information is identified with this subpoena, please call this office  
8 at (775) 684-1169. An amended subpoena can be provided to identify such items if necessary.

9 In each instance in which a document is produced in response to a request, the current  
10 edition should be produced together with all earlier editions or predecessor documents serving  
11 the same function during the relevant time period, even though the title of earlier documents  
12 may differ from current versions.

13 The document request calls for all described documents in your possession, custody or  
14 control without regard to the person or persons by whom or for whom the documents were  
15 prepared (e.g., your company employees, distributors or dealers, competitors, or others).

16 The following procedures shall apply to the production, inspection and copying of  
17 documents:

18 a. The producing parties shall produce original, complete documents or records.  
19 Documents or records shall be produced in the order that the documents are maintained in the  
20 producing party's files in original folders with the folder's original file tabs.

21 b. All attachments to responsive documents or records shall be produced attached to  
22 the responsive documents.

23 c. No portion of any documents or records will be masked and the entire document shall  
24 be produced.

25 d. The producer shall label each group of documents, records or interrogatories in the  
26 following manner: Response to Subpoena Duces Tecum Request No. 1; Response to  
27 Subpoena Duces Tecum Request No. 2, etc., and attach the label to the corresponding  
28 documents, records or interrogatories.

1 e. The producer will provide a key to all abbreviations used in the documents or  
2 records. The key will be attached to the appropriate documents or records.

3 f. For each document or record produced, the producer will indicate the name of the  
4 individual from whose files the particular document or record was found.

5 g. All responsive documents or records that are maintained in electronic format are to  
6 be produced in "TIFF" format with associated linking files on CD-ROM. If you are unable to  
7 produce documents or records in "TIFF" format, they may be produced in "PDF," "native," or  
8 other electronic format that is readily accessible by commonly available personal computer  
9 software programs. Responsive documents or records produced in electronic format must (i)  
10 be properly identified, (ii) be produced in a format that accurately captures each version of the  
11 document, including handwritten notes, signatures, etc., (iii) include all associated  
12 electronically-searchable text files for the document or record, (iv) include all metadata  
13 associated with the document or record, and (v) otherwise comply with other provisions of  
14 these instructions.

15 h. All responsive documents or records that are maintained in a computer database in  
16 addition to being produced in "PDF" format are to be produced in database format, along with  
17 all necessary keys and indexes necessary to search and access such documents using the  
18 appropriate database program.

19 If any document demanded to be produced herein was in your possession, custody, or  
20 control, but has since been disposed of, lost, discarded, destroyed, or otherwise has become  
21 unavailable within four years of the date of this set of demands, please identify which  
22 documents were destroyed and state further the identity of the person who ordered them  
23 destroyed and the reason for their destruction.

24 **NOTE: This subpoena does not require that you travel to the State of Nevada or**  
25 **to the Nevada Attorney General's Office.** You may comply with this Subpoena Duces  
26 Tecum by forwarding a true and correct copy of any document or other item requested,  
27 postmarked prior to the date for which production has been designated, **with a signed and**  
28 **notarized copy of the attached "CERTIFICATE OF CUSTODIAN OF RECORDS."** Failure to



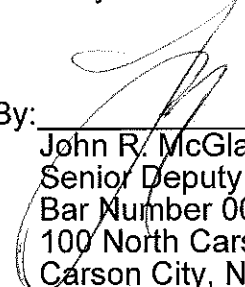
Office of the Attorney General  
BUREAU OF CONSUMER PROTECTION  
100 North Carson Street  
Carson City, Nevada 89701-4717

1 appear with, or deliver the requested information, as stated above, shall be deemed a violation  
2 of Chapter 598.097 of the Nevada Revised Statutes and will subject you to such sanctions and  
3 penalties as are determined by law. Failure to deliver a signed and notarized copy of the  
4 attached "CERTIFICATE OF CUSTODIAN OF RECORDS" will be considered a failure to  
5 comply with this subpoena.

6 Please take notice that this subpoena is being issued as part of a confidential  
7 investigation of deceptive trade practices which may be alleged against one or more of the  
8 individuals and businesses identified herein. It is therefore the express request of the Office of  
9 the Attorney General that this matter remain confidential and that no notification be sent to any  
10 person, business or entity listed above, or to any other person or entity which is not part of the  
11 Nevada Attorney General's Office or other federal, state or local law enforcement agency. Any  
12 information provided as a result of this subpoena may be shared with other federal, state or  
13 local law enforcement agencies as part of any joint investigation, and may be offered as  
14 evidence in any action or prosecution filed by such agency or this office, but will not otherwise  
15 be disseminated or made public.

16 WHEREFORE, I have set my hand this 24th day of September, 2014.

17 CATHERINE CORTEZ MASTO  
18 Attorney General

19  
20 By:   
21 John R. McGlamery  
22 Senior Deputy Attorney General  
23 Bar Number 00516  
24 100 North Carson Street  
25 Carson City, Nevada 89701-4717  
26 (775) 684-1169  
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Office of the Attorney General  
BUREAU OF CONSUMER PROTECTION  
100 North Carson Street  
Carson City, Nevada 89701-4717

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**CERTIFICATE OF CUSTODIAN OF RECORDS**

STATE OF \_\_\_\_\_ }  
COUNTY OF \_\_\_\_\_ } ss.

COMES NOW \_\_\_\_\_, first being duly sworn, deposes and says:

1. That the deponent is the \_\_\_\_\_ of \_\_\_\_\_ and in such capacity as \_\_\_\_\_ is a custodian of the records of \_\_\_\_\_.

2. That on the \_\_\_\_ day of \_\_\_\_\_, 2014, the deponent was served with a subpoena in connection with the above-entitled cause, calling for the production of records pertaining to \_\_\_\_\_.

3. That the deponent has examined the original of those records and has made a true and exact copy of them and that the reproduction of them attached hereto is true and complete.

4. That the original of those records was made at or near the time of the act, event, condition or opinion recited therein by or from information transmitted by a person with knowledge, in the course of a regularly conducted activity of the deponent or the office or company in which the deponent is engaged.

\_\_\_\_\_  
CUSTODIAN OF RECORDS

SUBSCRIBED and SWORN TO before me  
by \_\_\_\_\_  
this \_\_\_\_ day of \_\_\_\_\_, 2014

\_\_\_\_\_  
NOTARY PUBLIC  
(Seal)

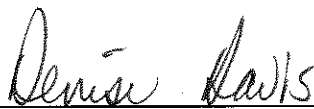
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CERTIFICATE OF SERVICE

I am an employee of the Office of the Attorney General, Bureau of Consumer Protection, over the age of 18 years, and certify that I served a true and correct copy of the foregoing Subpoena Duces Tecum upon all parties of record in this proceeding by mailing a copy via United States Mail, certified, return receipt requested, addressed to the following:

Vadim Olegovich Kruchinin aka David Kruchin  
5390 Vista Ridge Way  
Reno, NV 89523

Dated this 24<sup>th</sup> day of September, 2014.

  
An Employee of the  
Office of the Attorney General

**CERTIFICATE OF SERVICE**

I am an employee of the Office of the Attorney General, Bureau of Consumer Protection, over the age of 18 years, and certify that I served a true and correct copy of the foregoing Subpoena Duces Tecum upon all parties of record in this proceeding by mailing a copy via United States Mail, certified, return receipt requested, addressed to the following:

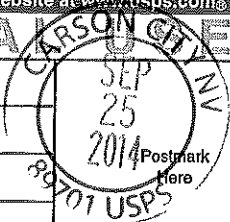
Vadim Olegovich Kruchinin aka David Kruchin  
5390 Vista Ridge Way  
Reno, NV 89523

Dated this 24th day of September, 2014.

Denise Davis  
An Employee of the  
Office of the Attorney General

U.S. Postal Service™  
**CERTIFIED MAIL™ RECEIPT**  
(Domestic Mail Only; No Insurance Coverage Provided)  
For delivery information visit our website at www.usps.com

Postage	\$
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$ <u>6.69</u>



Vadim Olegovich Kruchinin  
David Kruchin  
5390 Vista Ridge Way  
Reno, NV 89523

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Vadim Olegovich Kruchinin  
David Kruchin  
5390 Vista Ridge Way  
Reno, NV 89523

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature [Signature]  Agent  Addressee

B. Received by (Printed Name) Denise Davis C. Date of Delivery 9/24

D. Is delivery address different from item 1?  Yes  No  
If YES, enter delivery address below:

3. Service Type  
 Certified Mail  Express Mail  
 Registered  Return Receipt for Merchandise  
 Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)  Yes

2. Article Number (Transfer from service label) 7012 1640 0001 2579 8946

Office of the Attorney General  
BUREAU OF CONSUMER PROTECTION  
100 North Carson Street  
Carson City, Nevada 89701-4717

7012 1640 0001 2579 8946

1 Case No. 140C00286113  
2 Dept. No.: I

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6 IN THE FIRST JUDICIAL DISTRICT COURT OF THE STATE OF NEVADA  
7 IN AND FOR THE CITY OF CARSON CITY  
8

9 STATE OF NEVADA, OFFICE OF THE  
10 ATTORNEY GENERAL, ex. rel.  
11 CATHERINE CORTEZ MASTO, Attorney  
12 General,

13 Plaintiff,

14 vs.

15 VADIM OLEGOVICH KRUCHININ, AKA  
16 DAVID KRUCHIN, and LAPTOP AND  
17 DESKTOP REPAIR, LLC,

18 Defendants.

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**DEFENDANTS' OPPOSITION TO PETITION FOR ORDER COMPELLING**  
**COMPLIANCE WITH SUBPOENA DUCES TECUM**

1 **I. INTRODUCTION**

2 With all due respect to the Nevada Attorney General (“AG”), this Petition to Compel  
3 Compliance with the State’s Subpoenas *Duces Tecum*<sup>1</sup> is unnecessary, premature, over-reaching,  
4 ill-founded, unnecessarily personal towards Mr. Kruchin and lacks the professional standards to  
5 which the Office of the Attorney General should be held. The Petition is also a “wolf in sheep’s  
6 clothing,” because although at first blush it appears to only seek documents pursuant to two  
7 document subpoenas, upon closer analysis, it effectively seeks to put Defendant Laptop and  
8 Desktop Repair, LLC (“LDR”) out of business, and its more than 65 full-time employees out of a  
9 job, by forcing LDR to adopt patently unworkable business economics.<sup>2</sup> **Because of the**  
10 **seriousness and scope of the AG’s attempted reach, LDR respectfully requests that the**  
11 **Court order oral argument under First District Court Rule (“FDCR”) 15, section 9.**

12 The Petition is unnecessary because, as revealed in the Petition itself, LDR had already  
13 agreed in writing to produce documents on a rolling basis in response to a much narrower set of  
14 document categories proposed by the AG. The Petition is premature because the AG failed to  
15 complete – and then abandoned at the 11<sup>th</sup> hour – the meet and confer process, opting instead to  
16 file this Petition based on the original subpoenas that the AG recognized is both temporally and  
17 substantively grossly overbroad (which is why the AG proposed the much narrower list of  
18 document categories). The Court should not condone the AG’s failure to comply with FDCR Rule  
19 15, section 11.<sup>3</sup>

20 \_\_\_\_\_  
21 <sup>1</sup> The AG issued two identical subpoenas, one to each Defendant.

22 <sup>2</sup> Although this Petition is fashioned as one to compel documents, the AG is also seeking an order  
23 requiring LDR to return all devices delivered by the consumer for sale to LDR if LDR is not  
24 willing to honor the original internet “initial quote.” As discussed below, because the business is  
25 dependent on the accuracy of the representations made by consumers at the initial stage of a  
26 transaction, this requirement would destroy LDR and other online consumer electronics  
27 purchasing businesses.

28 <sup>3</sup> In the State’s brief, the AG asserts this is not a discovery subpoena governed by Nevada Rule of  
Civil Procedure 26 because it was issued pursuant to Nevada Revised Statutes 598.0963. This  
argument not only elevates form over substance and raises serious due process concerns (see  
discussion below) but it also ignores the fact the AG *did* engage in meet and confer discussions  
(footnote continued)

1 The Petition is ill-founded because it is based on 50 unauthenticated (i.e., hearsay)  
2 “complaints” allegedly lodged with the AG’s office over the past year. These complaints  
3 represent approximately .06% of all transactions completed by LDR in the same time period. The  
4 Petition is overreaching because it seeks to shut LDR down by requiring it to do something that no  
5 other company in the industry does – automatically return the consumer’s device if LDR, upon  
6 receipt of the device, is unwilling to pay the “initial quote” even though that quote is based solely  
7 on information provided online by the consumer about a device that is only thereafter sent to LDR.

8 Finally, there is no justification for the AG’s less than professional personalization of this  
9 case. Mr. Kruchin is the founder of LDR and the manager of the LLC. There are not, and cannot  
10 be, any allegations of alter ego against him. Other than to embarrass Mr. Kruchin and to subject  
11 him to ridicule and obloquy, there is no more justification for the repeated reference to him  
12 personally throughout the Petition than to personalize this opposition by referring to General  
13 Masto or Senior Deputy McGlamery by name.

14 **II. BACKGROUND**

15 **A. LDR’s Business and the AG’s Requested Equitable Relief.**

16 As relevant to the AG’s Petition, LDR buys used consumer electronic devices (laptops,  
17 desktops and mobile devices) directly from the consumer through a myriad of web domains. See  
18 Exhibit 3, page two to Petition. In 2014, LDR consummated approximately 75,000 online  
19 transactions. See Affidavit of David Kruchin in Opposition to Petition to Compel Compliance  
20 with Subpoena Duces Tecum (“Kruchin Aff.” at ¶2). The process is simple:

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27 before unilaterally ending the discussions without explanation, just before LDR was about to  
28 produce documents. See Affidavit of Andrew A. August in Opposition to Petition to Compel  
Compliance with Subpoenas Duces Tecum. (“August Aff.” at ¶8).

- 1           1. The consumer arrives at an LDR domain.
- 2           2. The consumer is asked what type/model of device he or she wishes to sell.
- 3           3. The consumer is asked to pick from a set number of descriptions of the condition of
- 4           their device.
- 5           4. The consumer is given an “initial quote” based solely on the objective information
- 6           provided.
- 7           5. If the consumer wishes to proceed with a possible sale of their device, the consumer
- 8           must acknowledge and agree to the Terms and Conditions of the Sale. Only after this
- 9           click-through occurs does a potential transaction take place (approximately 95% of all
- 10          consumers who visit the LDR sites do not proceed past this step). Kruchin Aff. ¶3.
- 11          6. If the consumer wants to proceed with the transaction, a mailer package is sent to the
- 12          consumer at LDR’s sole expense. This includes the packaging materials and a prepaid
- 13          return box. Approximately 50% of all mailer packages are not used by the consumer
- 14          and are an expense absorbed by LDR.
- 15          7. If the consumer sends his/her device to LDR, he or she now becomes an LDR
- 16          customer.
- 17          8. Upon receipt of the device, LDR evaluates its condition and establishes a purchase
- 18          price for the device. LDR then immediately issues a check (or PayPal or other similar
- 19          electronic payment credit) to the customer.
- 20          9. If the customer does not agree to the final purchase price it can either negotiate for a
- 21          higher price or demand a return of the device. This is a highly subjective and personal
- 22          interaction unique to each customer.

23           As noted earlier, 99.94% of the nearly 75,000 transactions during the time period covered  
24 by the 50 “complaints” upon which the AG relies for this Petition were concluded satisfactorily.  
25 Kruchin Aff. ¶4. Notwithstanding this success rate and the complete absence of admissible  
26 evidence justifying the extreme reach of its Petition, the AG seeks to force LDR to automatically  
27 return its customer’s device every time the actual payment is less than the initial quote. This  
28 fundamental change in how LDR does business – and indeed how the entire online electronics  
recycling industry does business – would put LDR out of business because it does not have the  
cash flow to operate as the AG demands nor will it have the inventory for a sustainable business.

25           **B. The AG has Failed to Satisfy its Meet and Confer Obligations that are**  
26           **Predicate to This Petition.**

27           LDR does not, in the abstract, dispute the AG’s authority to issue and enforce investigative  
28 subpoenas. For this reason, upon receipt of the Subpoenas, LDR’s counsel began the meet and



1 confer process in an effort to appropriately limit their substantive and temporal scope. The  
2 subpoenas, if enforced as drafted and as the AG's interpretive directives state, will require LDR to  
3 produce virtually every single hard copy document in its possession and potentially terabytes of  
4 electronically stored information, literally without regard to time or subject matter. The time and  
5 cost - both direct and in human resources - to LDR if it is forced to comply with the subpoenas  
6 would put it out of business. The company simply does not have the resources to comply.

7 Kruchin Aff. ¶5. Counsel for LDR explained this to the AG.

8 The AG and LDR's counsel had several telephone conference calls and exchanged several  
9 emails in an effort to address the numerous inherent problems with the subpoena. On November  
10 21, 2014, presumably in recognition of the gross over-breadth of the subpoenas (and mindful of  
11 the old adage "be careful what you ask for you might get it"), the AG sent LDR's counsel a  
12 significantly pared down request for documents. August Aff. ¶4.

13 LDR informed the AG it was prepared to produce documents in response to the pared  
14 down request on a rolling basis (to the extent they existed) but wanted to discuss the marking  
15 protocol and methodology of production. August Aff. ¶5. Additionally, LDR voluntarily offered  
16 to address one of the AG's then most pressing concerns – the 72 hour time frame that a customer  
17 has to cancel a transaction and request return of their device and return of any payment made to  
18 them.

19 LDR offered that effective December 15, 2014, it would voluntarily modify its Terms and  
20 Conditions to provide that if within five (5) business days of notice of the maximum price LDR is  
21 willing to pay for the customer's device, a customer notifies LDR that the amount is not  
22 acceptable, LDR will return the device without cost to the customer so long as the customer  
23 returns any funds they have received from LDR. This proposal was met with the following  
24 response from the AG: "**No. Thirty Days**" August Aff. ¶7.

25 One day after this curt response and without ever contacting LDR's counsel about the  
26 logistics of LDR's anticipated production, the AG emailed LDR's counsel this Petition along with  
27 the following "**I've got a better idea as to how to handle this. Please see attached Petition to**  
28 **Compel filed this morning. You will be served with the petition and supporting evidence by**

1 **certified mail. The evidence consists of the 50 sworn complaints since the first of the year.”**

2 August Aff. ¶8. Because of the AG’s inexplicable about-face and his failure to communicate  
3 about the production logistics, LDR did not proceed with its intended production and did not  
4 implement the extended return policy.

5 **C. The Relief Requested by The AG is Unjustified.**

6 Although LDR closed more nearly 75,000 transactions last year alone, the AG seeks what  
7 in effect is a death-knell *injunction*<sup>4</sup> requiring LDR to completely re-structure its business based  
8 on 50 “complaints” submitted with its Petition (the AG does not authenticate what is clearly  
9 hearsay evidence). And rather than focusing its documentary investigation on the substance of the  
10 complaints, the AGs subpoenas take a shotgun approach as reflected in the number and breadth of  
11 the subpoena categories.

12 If LDR is required by court order to automatically return the consumer’s device if LDR,  
13 upon receipt of the device, is unwilling to pay the “initial quote” even though the quote is based  
14 solely on information provided online by the consumer about a device that is only thereafter sent  
15 to LDR, LDR could be forced to close and lay off its 65 full-time employees. Kruchin Aff. ¶6.  
16 The AG provides this court with no industry standards that would justify such a sweeping and  
17 irreparably harmful (to LDR) order. To the contrary, Verizon Wireless, one of the largest players  
18 in the consumer device e-cycling industry, offers a similar buy-back and recycling program on its  
19 website <http://www.verizonwireless.com/b2c/splash/electronicdevicerecycling.jsp>). The  
20 similarities between Verizon and LDR reflect that LDR is conforming to industry standards.

21 An order by the Court requiring LDR to comply with the subject subpoenas would bring  
22 LDR to its knees. It does not have the money or human resources to comply with such a wide-  
23 ranging fishing expedition. Kruchin Aff. ¶5. One example of the AG’s over-reaching at this  
24 juncture are the categories that require LDR to produce all its data concerning the *sale* of the  
25 devices it acquires regardless of whether the sale was made to a consumer or another business.

26  
27 <sup>4</sup> Despite the impact that the requested relief will have on LDR, the AG makes no effort to meet  
28 any of the evidentiary or legal standards for injunctive relief.

1 Obviously the Bureau of Consumer Protection has no place meddling in business-to-business  
2 transactions.

3         The AG is well aware that an order forcing compliance with the subpoenas would  
4 essentially achieve a closure of LDR. Because this is the AG’s ultimate goal, the AG asserts that  
5 this Court is powerless to limit its subpoena through a protective order. AG’s Opening Brief at  
6 4:2-4. This extraordinary position is without legal support and flies in the face of LDR’s due  
7 process rights. It bears repeating: *LDR was ready to produce documents responsive to the AG’s*  
8 *pared down request.* It did not do so only because the AG inexplicably pulled the plug on the  
9 meet and confer discussions at the last minute and chose instead to file this Petition.

10 **III. CONCLUSION**

11         The Court should reject the AG’s current attempt to obtain an “injunction” requiring LDR  
12 to change its return policy. There is no evidence before the Court that warrants such a dramatic,  
13 arbitrary and business-destroying order. If the AG is convinced that LDR is engaged in deceptive  
14 practices, it can and should initiate a legal proceeding and afford LDR the opportunity to defend  
15 itself. Using Nevada’s investigative subpoena process to put LDR out of business is a misuse of  
16 this power and an affront to the dignity of the Office of the Attorney General.

17         The AG has sought compliance with grossly and patently overbroad subpoenas. This  
18 Petition should therefore be denied. If the Court is inclined to order any production at this point, it  
19 should appoint a special master who can work with the parties to facilitate a measured and timely  
20 production and eliminate the inappropriate “bully-pulpit” protestations of the AG.

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DATED: January 6, 2015

ANGRES & AXELROD, LTD.

By \_\_\_\_\_  
Robert Julian Angres  
Nevada Bar Number 01554  
2650 Friesian Ct  
Reno, NV 89521  
(775) 852-5244  
[rjangres@gmail.com](mailto:rjangres@gmail.com)  
Attorneys for Defendants David Kruchin and  
Laptop and Desktop Repair, LLC

DATED: January 6, 2015

BROWNE GEORGE ROSS LLP

By \_\_\_\_\_  
Andrew A August  
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California State Bar Number 112851  
177 Post Street, Suite 700  
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(415) 391-7100  
[aaugust@bgrfirm.com](mailto:aaugust@bgrfirm.com)  
Attorneys for Defendants David Kruchin and  
Laptop and Desktop Repair, LLC

1 Case No. 140C00286113  
2 Dept. No.: I  
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6 IN THE FIRST JUDICIAL DISTRICT COURT OF THE STATE OF NEVADA  
7 IN AND FOR THE CITY OF CARSON CITY  
8

9 STATE OF NEVADA, OFFICE OF THE  
10 ATTORNEY GENERAL, ex. rel.  
11 CATHERINE CORTEZ MASTO, Attorney  
12 General,

13 Plaintiff,

14 vs.

15 VADIM OLEGOVICH KRUCHININ, AKA  
16 DAVID KRUCHIN, and LAPTOP AND  
17 DESKTOP REPAIR LLC,

18 Defendant.

19 **AFFIDAVIT OF DAVID KRUCHIN IN SUPPORT OF OPPOSITION TO PLAINTIFF'S**  
20 **PETITION FOR ORDER COMPELLING COMPLIANCE WITH SUBPOENA**  
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**AFFIDAVIT OF DAVID KRUCHIN**

I, David Kruchin, hereby affirm:

1. I am a party in the above-entitled action. I am the founder and managing member of defendant Laptop & Desktop Repair, LLC. I have firsthand, personal knowledge of the facts set forth below and if called as a witness could competently testify thereto.

2. In 2014, LDR consummated approximately 75,000 on-line purchases of electronic devices from LDR customers.

3. If a web site visitor wishes to proceed with a possible sale of their device to LDR, the consumer must acknowledge and agree to LDR's Terms and Conditions on one of LDR's websites. Only after this click-through occurs does a potential transaction take place (approximately 95% of all consumers who visit the LDR sites do not proceed past this step).

4. Based on LDR's data, approximately 99.94 % of the nearly 75,000 transactions LDR completed in 2014 (i.e., the time period covered by the 50 "complaints" upon which the AG relies for this Petition) were concluded satisfactorily to the consumer.

5. Based on the scope of the subpoenas that are the subject of this Petition, the cost to LDR – both direct and in human resources – would be exorbitant and would threaten the company's existence because it simply does not have the resources to comply. I understand that producing the electronic data could cost as much as \$100,000, if not more exclusive of legal fees.

6. If LDR is required by court order to automatically return the customer's device if LDR, upon receipt of the device, is unwilling to pay the "initial quote" (even though the quote is based solely on information provided on-line by the consumer about a device), LDR could be forced to close and lay off its 65 full-time employees. LDR simply does not have the operating capital for the period of time demanded by the Attorney General and will not be able to maintain the necessary inventory for a sustainable business.

1 ///

2 I declare under penalty of perjury under the law of the State of Nevada that the following is  
3 true and correct.

4

5 Executed this 6th day of January, 2015.

6

7

David Kruchin  
(print name)

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\_\_\_\_\_  
(signature)

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**REC'D & FILED**

*January 12 2014*  
Date

SUSAN MERRIWETHER  
CLERK

By V. Alegria  
Deputy

1 Case No. 140C00286 1B

2 Dept. No. 1

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4  
5  
6 **IN THE FIRST JUDICIAL DISTRICT COURT OF THE STATE OF NEVADA**  
7 **IN AND FOR THE CITY OF CARSON CITY**

8  
9 **STATE OF NEVADA, OFFICE OF THE**  
10 **ATTORNEY GENERAL, ex. rel. ADAM PAUL**  
11 **LAXALT, Attorney General,**

11 **Plaintiff,**

12 **v.**

13 **VADIM OLEGOVICH KRUCHININ, AKA**  
14 **DAVID KRUCHIN, and LAPTOP AND**  
15 **DESKTOP REPAIR LLC,**

15 **Defendants.**  
16 \_\_\_\_\_/

17 **REPLY TO OPPOSITION TO PETITION TO COMPEL COMPLIANCE WITH SUBPOENA**

18 Petitioner the State Of Nevada, by and through its legal counsel, ADAM PAUL LAXALT,  
19 Attorney General, and his senior deputy, John R. McGlamery, and Laura M. Tucker, deputy  
20 attorney general, Bureau of Consumer Protection, hereby respond to Defendants' Opposition  
21 To Petition For Order Compelling Compliance With Subpoena Duces Tecum on file with this  
22 Court.

23 **I. The Attorney General has Cause to Believe Defendants Are Engaged in Deceptive**  
24 **Trade Practices and has the Authority to Require the Production of Any**  
25 **Documents under Nevada Law Without Compensation**

26 Doing business in Nevada is a privilege, not a right. With that privilege comes certain  
27 obligations. One such obligation is to obtain a business license. Another is to pay sales and  
28 other taxes. Another is to abide by employee health and safety laws. Another is to comply with  
the provisions of Nevada law, and in this case, compliance with the provisions of the Nevada



1 Deceptive Trade act; NRS Chapter 598. These are mandatory requirements for doing  
2 business in Nevada, not suggestions or guidelines, or excusable if the business owner thinks  
3 compliance is too expensive.

4 NRS 598.0963(3) states:

5 If the Attorney General has cause to believe that a person has engaged or is  
6 engaging in a deceptive trade practice, the Attorney General may issue a  
7 subpoena to **require the testimony of any person or the production of any**  
8 **documents**, and may administer an oath or affirmation to any person providing  
9 such testimony. The subpoena must be served upon the person in the manner  
10 required for service of process in this State or by certified mail with return receipt  
11 requested. An employee of the Attorney General may personally serve the  
12 subpoena. [Emphasis added]

13 In its petition, the Attorney General provided this Court with 50 signed and sworn consumer  
14 complaints indicating that the Defendants are engaging in deceptive trade practices in violation  
15 of NRS 598.0915(13) by making a false representation in a transaction, in the course of  
16 business or occupation. Fifty consumer complaints<sup>1</sup> certainly provide more than enough cause  
17 to believe that Defendants may be engaging in a deceptive trade practice and warrant a formal  
18 investigation.

19 Nothing in the plain language of this or any other statute limits the ability of the Attorney  
20 General from demanding **any** document from a person doing business in Nevada. The statute  
21 also does not require that the Attorney General consider the cost for the production of the  
22 requested documents. In fact, the documents requested in the Attorney General's subpoena  
23 are documents already in the possession of the Defendants and are already in existence  
24 because they are the very documents normally maintained by a business in order to comply  
25 with the law. The Attorney General did not ask for the creation of any new documents, but  
26 requested documents the Defendants should already have.<sup>2</sup>

27 Defendants also claim that the Attorney General has no business "meddling" in  
28

<sup>1</sup> Plus more to date, see attached Exhibit 4, showing the complaints received by the Bureau of Consumer Protection since the filing of the Motion to Compel.

<sup>2</sup> There is no statutory provision requiring the State to compensate the custodian of records. The fact that the Nevada Legislature has not budgeted money for such compensation is an indication that there is no legislative intent that such compensation is required.

1 business to business transactions. First, these are not business to business transactions.  
2 These are business to consumer transactions. The Nevada Legislature expressly disagrees  
3 with that conclusion. NRS 598.0953(1) states:

4 Evidence that a person has engaged in a deceptive trade practice is prima facie  
5 evidence of intent to injure competitors and to destroy or substantially lessen  
6 competition.

6 According to the Nevada Legislature, the primary directive of the Nevada Deceptive Trade Act  
7 is to protect honest companies from businesses that violate Nevada Deceptive Trade law. The  
8 Nevada Legislature has specifically directed the Attorney General's Bureau of Consumer  
9 Protection to "meddle" with business to business issues.

10 Additionally, Nevada law does not require the Attorney General to pay or compensate  
11 any business within the jurisdiction of the State of Nevada for complying with a subpoena. As  
12 stated *supra*, one of the obligations of a business is to comply with the provisions of NRS  
13 Chapter 598 without excuse. The subpoena power of the Attorney General is statutory in  
14 nature and is not subject to other non-statutory rules or procedures that contract that express  
15 statutory authority. Likewise, there is no statutory or other authority requiring a court to appoint  
16 a "special master" or "discovery commissioner" when no civil complaint has been filed.  
17 Because the Attorney General is in the investigation stage, it is free to use its statutory  
18 authority to conduct a complete investigation of this matter.

19 Defendants also dispute the validity of the signed and sworn consumer complaints,  
20 arguing that the complaints are hearsay because they are not authenticated. However, the  
21 issue before the Court is Defendants' refusal to comply with a valid subpoena. These  
22 complaints are not being used in a civil court case to demonstrate wrongdoing on the part of  
23 the Defendants; rather, the purpose of the signed and sworn complaints is to indicate to the  
24 *Bureau of Consumer Protection* the possibility of deceptive trade practices in order to initiate  
25 an investigation. This is precisely how the Attorney General has used these complaints. If  
26 Defendants prefer to have the complaints authenticated, Defendants may post a bond to have  
27 the now near-100 complainants travel to Nevada to provide notarized complaints.

28 . . .

1  
2 **II. Under Nevada Law, the Atty. Gen. May Request Injunctive Relief If It Can Show a Reasonable Likelihood That Defendants Violated the Statute.**

3 Defendants claim that the Attorney General has failed to meet the evidentiary or legal  
4 standards for injunctive relief. However, Defendants cite no statute or rule indicating what  
5 those standards are. When seeking injunctive relief, a state or government agency need only  
6 show that 1) the statute allows injunctive relief and 2) competent evidence demonstrates a  
7 reasonable likelihood that the statute was violated. *State ex rel. Office of Attorney General,*  
8 *Bureau of Consumer Protection v. NOS Communications, Inc.* 120 Nev. 65, 69, 84 P.3d 1052  
9 (2004). Equitable considerations, such as irreparable harm and an inadequate legal remedy,  
10 are presumed in a statutory enforcement action when the statute specifically allows injunctive  
11 relief. *Id.*

12 The Attorney General has specific statutory authority to seek injunctive relief. NRS  
13 598.097 states:

14 If any person fails to cooperate with any investigation, as provided in NRS  
15 598.096, or if any person fails to obey a subpoena issued by the Attorney  
16 General pursuant to NRS 598.0963, the Attorney General may apply to any  
17 district court for equitable relief. The application must state reasonable grounds  
18 showing that the relief is necessary to terminate or prevent a deceptive trade  
19 practice. If the court is satisfied of the reasonable grounds, the court may:

- 17 1. Grant injunctive relief restraining the sale or advertisement of any  
18 property by the person.
- 18 2. Require the attendance of or the production of documents by the person,  
19 or both.
- 19 3. ***Grant other relief necessary to compel compliance by the person.***  
20 [Emphasis added]

21 Because specific statutory authority allows for an equitable remedy such as an injunction, the  
22 first requirement is met.

23 Second, the Attorney General can demonstrate a reasonable likelihood that the statute  
24 was violated. Defendants continue to engage in the behavior the Attorney General has warned  
25 against, even after the filing of the Motion to Compel (See Exhibit 4, pages 523-36, attached  
26 hereto and made a part hereof, depicting new victimizations occurring after December 11,  
27 2014). The Attorney General has now provided this court with 81 sworn consumer complaints,  
28 including 31 new complaints received after the Petition to Compel was filed. (See Exhibit 4) In

1 addition, the Attorney General has obtained an affidavit of one of those complainants, which is  
2 additional competent evidence that a deceptive trade statute was violated. (See 5 attached  
3 hereto and made a part hereof). Defendants are using any delay to continue engaging in  
4 deceptive trade practices.

5 The Attorney General has met the standard for granting injunctive relief. If equitable  
6 relief is not granted, Defendants have shown that they will continue to engage in the deceptive  
7 trade practices and bring harm to consumers.

8 **III. Without the Production of Documents, the Bureau of Consumer Protection**  
9 **Cannot Continue Its Investigation.**

10 As already discussed, the Nevada Attorney General has the statutory authority to  
11 request any and all documents that would aid in its investigation. Defendants continue to delay  
12 by failing to meet deadlines and by attempting to argue additional reasons why they should not  
13 comply with the subpoena, despite having no legal grounds to do so.

14 First, Defendants contend that the Attorney General has an obligation to meet and  
15 confer with Defendants prior to Defendants complying with the subpoena. While the Nevada  
16 Rules of Civil Procedure do require such a meeting once a lawsuit has been filed, at the  
17 investigatory stage, the Attorney General need not hold a meet and confer conference. In fact,  
18 without the necessary documents, there is no point for the parties to meet.

19 Defendants also claim that the Bureau of Consumer Protection made no attempt to  
20 work with Defendants. This is false. As Defendants point out in their own opposition, the BCP  
21 set up rolling deadlines over a three-month period during which time Defendants would  
22 produce the requested documentation. This schedule was discussed after Defendants failed to  
23 comply with the original deadline of October 15, 2014. The first scheduled rolling deadline was  
24 December 8, 2014. When Defendants did not produce even one document by December 8,  
25 despite numerous extensions to accommodate holidays and other events, the Attorney  
26 General filed its Motion to Compel on December 11, 2014, as it promised the Defendants it  
27 would do. It is obvious that Defendants had no intention to produce the requested documents  
28 at any time.

1 Finally, Defendants argue that the Bureau of Consumer Protection unfairly targeted  
2 Defendant Vadim Olegovich Kruchinin, aka David Kruchin, in an individual capacity. Although  
3 corporations are generally treated as separate legal entities, the alter ego doctrine “may be  
4 available to a plaintiff in circumstances where it appears that the corporation is acting as the  
5 alter ego of a controlling individual.” *LFC Marketing Group, Inc. v. Loomis*, 116 Nev. 896, 902,  
6 8 P.3d 841, 845 (2000). The purpose of alter ego, or piercing the corporate veil, is to “do  
7 justice” when corporate protections are being abused by an individual. *Id.* at 903; *see also*  
8 *Polaris Industrial Corp. v. Kaplan*, 103 Nev. 598, 603, 747 P.2d 884, 888 (1987). Specifically,  
9 in order to support finding alter ego and piercing the corporate veil, “the facts must be such  
10 that adherence to the fiction of a separate entity would, under the circumstances, **sanction a**  
11 **fraud or promote injustice.**” *Lorenz v. Beltio, Ltd.*, 114 Nev. 795, 807, 963 P.2d 488, 496  
12 (1998) [emphasis added] (internal citations omitted).

13 Until the Defendants reply to the subpoena, the only information the State has is that  
14 Kruchin is the sole owner and operator of Laptop and Desktop Repair LLC and all of its “doing  
15 business as” entities. If the information contained in the consumer complaints filed with the  
16 Petition to Compel as “Exhibit 1” and “Exhibit 4” are correct, then it is entirely proper to  
17 subpoena both Laptop and Desktop Repair LLC and Kruchin individually, as there is good  
18 evidence that Kruchin is the alter ego of Laptop and Desktop Repair LLC and can be held  
19 personally responsible for any fraudulent acts which represent violations of deceptive trade  
20 law.

#### 21 **IV. Allegations of Hardship**

22 Lastly, the Defendants claim that complying with the subpoena would cause undue  
23 hardship and would cause mass layoffs. However, the Defendants provide no documentation  
24 to support the claim that compliance with the subpoena would cost \$100,000 or would cause  
25 the layoff of “65 employees.” First, the documents requested are normal business records that  
26 any legitimate company must maintain for tax purposes. Again, the Attorney General is only  
27 asking for records that already exist. Defendants are not being asked to create new records.  
28 These records are needed to show the nature and extent of the problem and who is

1 responsible. To say that it would cost \$100,000 to obtain business records Defendants already  
2 have nor should have is disingenuous at best. Defendants also allege that if they are required  
3 to return any device for which they will not pay the price offered to the consumer, they will  
4 have mass layoffs. Again, there is no documentation to support this allegation. However, it is  
5 surely the same argument that would be raised by an organized crime organization: "If you  
6 make me comply with the law, we will go out of business."<sup>3</sup> This is the true reason why  
7 Defendants claim hardship in complying with the law: because to do so would hurt their  
8 income stream. That is not good reason.

9 **V. Conclusion**

10 Delay, delay, delay. That is the real argument posed by the Defendants. The longer the  
11 Defendants can delay compliance, the longer they can continue to victimize people and profit  
12 from that deceit. The State does not oppose having a hearing on this matter so long as it is  
13 held soon to keep others from being victimized.

14 This Court sits as a Court of equity in this matter, not a court of law. A court of equity is  
15 charged with "doing the right thing." It should not be concerned with minutia and nitpicking  
16 arguments that fail to address the big picture. Because Defendants' only argument is based  
17 upon false and misleading accusations against the Attorney General while failing to cite any  
18 statute or case name to support their contentions is a clear indication that their opposition is  
19 without merit. Unless this Court believes that all of 81 consumer complaints on file in this

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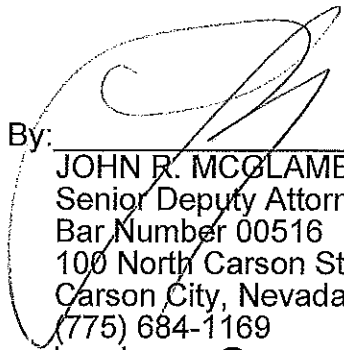
28 \_\_\_\_\_  
<sup>3</sup> This is offered as a metaphor, not an accusation.

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matter are erroneous or fraudulent, then this Court should grant the relief requested by the Attorney General's office. It is the right thing to do in this matter.

DATED this 2<sup>th</sup> day of January, 2015.

ADAM PAUL LAXALT, Attorney General  
ERIC WITKOSKI, Consumer Advocate

By:   
\_\_\_\_\_  
JOHN R. MCCLAMERY  
Senior Deputy Attorney General  
Bar Number 00516  
100 North Carson Street  
Carson City, Nevada 89701-4717  
(775) 684-1169  
jmcclamery@ag.nv.gov

## **Exhibit 4**





OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

Received by: \_\_\_\_\_  
Date Received: \_\_\_\_\_  
Complaint Type: \_\_\_\_\_  
Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
[Stamp here]

1/19/13  
LC 405

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Clark Jaquelyn C  
Last First MI

Your Address: 5018 Braesvalley Houston TX 77096  
Address City State Zip

Your Phone Number: 713-665-1046 713-962-1208  
Home Cell Work Fax

Email: jackieclark12@yahoo.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash for iPhones

Individual/Contact: Brian Customer Satisfaction Champion  
Last First Job Title (Example: CEO)

Individual/Business Address: not known NV  
Address City State Zip

Individual/Business Phone: 888-821-1143  
Work Mobile Fax

Individual/Business Email: CashForiPhone.com also support@cashforiphones.com

Individual/Business Web Site: CashForLaptops Family of websites

## SECTION 2.

Did you make any payments to this individual or business?  Yes-Continue to Next Question  No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is: *Contacted CashForiphones.com in early Dec to sell my iPhones. They said I would receive \$207.00 for my phone. I sent the phone Monday Dec. 14. On Dec 20 they sent me an email saying I would receive a check in 3-4 business days. I discovered they were a fraud and sent an email Dec. 23 asking "Brian" to return my phone immediately. On Dec 29 I received an email saying "The money was in a PayPal account waiting for me to set up an account. Received email from LDR LLC via PayPal that I had \$32.00 waiting when I set up an account. My order # is 530769. I feel they were fraudulent and misleading to me as a senior citizen.*

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

*They were very careful not to have any of the above nor a way to get in touch. The phone # never answers - only on hold. I hope they are not able to fleece any other older people.*

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*Jacquelyn C. Clark*          Jacquelyn C. Clark      
Signature    Print Name  
12/31/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran husband
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other



OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

11/9/13 10 408

Received by: \_\_\_\_\_  
 Date Received: \_\_\_\_\_  
 Complaint Type: \_\_\_\_\_  
 Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PJU  WCFU  
 (Stamp here)

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

*For + with  
Tyrer, Truman W  
Karin M*

Your Name: Tyrer Karin M  
Last First MI

Your Address: 909 Old Harrods Creek Road, Louisville, KY 40223  
Address City State Zip

Your Phone Number: 502-724-7306  
Home Cell Work Fax

Email: karin.tyrer@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: cashforiphones.com (Laptop & Desktop Repair, LLC)

Individual/Contact: Mike, employee #1165 Customer Service Manager  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Dr, Sparks, NV 89431  
Address City State Zip

Individual/Business Phone: 1 888 821-1143  
Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: www.cash4iphones.com

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? Yes, cashforiphones.com

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

Please note: The transactions I am writing about are under the name Truman Tyrer, who is my 16-year-old son. I submitted one form in my name and the other in his name, but cashforiphones.com converted them both to his name. I don't know why. I am handling this complaint for both of us.

I received online quotes from cashforiphones.com on 12/15/14 for \$207 for an Apple iPhone 5 16GB space gray AT&T phone (my phone) and \$107 for an Apple iPhone 4S 16GB black AT&T phone (my son's phone). I received prepaid labels to send in these phones. I packaged them carefully in their original boxes, with manuals, original earbuds, power cords and all accessories. I bubble wrapped them and placed them in a cardboard box and shipped them out on 12/16/14. The 4S was in good condition, the 5 in excellent condition.

On 12/27/14, I received an email from cashforiphones.com that they had appraised the phones and would pay me \$32 for the iPhone 5 and \$7 for the iPhone 4S. This is completely unacceptable. It is purely false and bait and switch! I immediately wanted my phones back.

I called the next day business day, 12/29/14, to express my dissatisfaction and ask for my phones back. I had to try many times to get through on the line. When I did, the representative told me she couldn't help me, I would have to talk to a technician about the appraisal. She transferred my call and I held. After 10 minutes, the call automatically

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Truman Tyner  
Signature  
01/05/2015  
Date (mm/dd/yyyy)

Truman Tyner  
Print Name  
Truman Tyner

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other

From: **CashForLaptops Family of Websites** support@cashforiphones.com  
Subject: Here is your Pre-Paid Label, Ship your Apple today!  
Date: December 15, 2014 at 9:29 PM  
To: karin.lyrer@gmail.com



Dear Truman,

You can follow this link and re-print your prepaid shipping label.

[Click here to re-print your prepaid shipping label](#)

• **Ship Fast, Get Paid Fast**

Click the link above to print your label.

Put your device in a box with plenty of padding to protect it.

Don't delay, your old device will never be worth as much as it today!

• **iPad Contest!**

If you ship back within 2 business days -

You are automatically entered to win an iPad!

• **It's Easy, Convenient and FREE, with 3 convenient ways to send your device via USPS!**

- Give the package with the label adhered to your USPS postal carrier, or
- Drop off the package at the nearest USPS location, or
- Schedule a FREE pick-up using this link:

[>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!<<<<](#)

• **You have money waiting for you to take the next step**

Please send us the Apple quickly, so that we can purchase it quickly.

If you have any questions, please don't hesitate to call

**1-888-821-1143**

Thank you for choosing to sell your device to us,

**Brian**

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

From: **CashForLaptops Family of Websites** support@cashforiphones.com  
Subject: Order 534389 Status: Thank You For Shipping Your Apple iPhone 5 16GB ATT  
Date: December 17, 2014 at 8:31 AM  
To: karin.tyrer@gmail.com

---



Dear Truman,

Thank you for shipping your Apple iPhone 5 16GB ATT to us!

Your package should arrive at our processing center within the next 5-7 business days. The USPS or Newgistics tracking number for your device is 7251040223011488010002857188. You can use this number at <https://www.usps.com> or <https://www.newgistics.com> to track the progress of your package. You will also receive a notification email once we have received your package.

We sincerely appreciate your business and look forward to sending you cash!

Your [cashforiphones.com](http://cashforiphones.com) Team  
[support@cashforiphones.com](mailto:support@cashforiphones.com)

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)



From: **CashForLaptops Family of Websites** support@cashforiphones.com  
Subject: Order 534551 Status: Thank You For Shipping Your Apple iPhone 4S 16GB ATT  
Date: December 17, 2014 at 8:31 AM  
To: karin.lyrer@gmail.com



Dear Truman,

Thank you for shipping your Apple iPhone 4S 16GB ATT to us!

Your package should arrive at our processing center within the next 5-7 business days. The USPS or Newgistics tracking number for your device is 7251040223011488010002857188. You can use this number at <https://www.usps.com> or <https://www.newgistics.com> to track the progress of your package. You will also receive a notification email once we have received your package.

We sincerely appreciate your business and look forward to sending you cash!

Your [cashforiphones.com](http://cashforiphones.com) Team  
[support@cashforiphones.com](mailto:support@cashforiphones.com)

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

From: **CashForLaptops Family of Websites** support@cashforiphones.com  
Subject: Order 534551 Status: Your Device Has Been Received  
Date: December 24, 2014 at 11:48 AM  
To: karin.tyrer@gmail.com



Dear Friend Truman,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 3-4 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

From: **CashForLaptops Family of Websites** support@cashforiphones.com  
Subject: Order 534389 Status: Your Device Has Been Received  
Date: December 24, 2014 at 11:48 AM  
To: karin.tyrer@gmail.com



Dear Friend Truman,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 3-4 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)



From: **Karin Tyrer** karin.tyrer@gmail.com  
 Subject: Re: Order 534389, Your Device Has Been Inspected  
 Date: January 5, 2015 at 12:08 PM  
 To: CashForLaptops Family of Websites support@cashforiphones.com

Since I cannot reach you by phone, I am emailing you again to tell you to return this phone immediately. I have refunded your payment via PayPal and do not accept this amount for my phone. You bid \$207 via the internet. This is bait and switch — and I have filed a complaint with the Nevada Attorney General.

I await your prompt response.

**Karin Tyrer**  
[karin.tyrer@gmail.com](mailto:karin.tyrer@gmail.com)

On Dec 27, 2014, at 7:32 PM, CashForLaptops Family of Websites <[support@cashforiphones.com](mailto:support@cashforiphones.com)> wrote:

Hi Truman,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$32 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
 Customer Satisfaction Champion



From: **Karin Tyrer** karin.tyrer@gmail.com  
 Subject: Re: Order 534551, Your Device Has Been Inspected  
 Date: January 5, 2015 at 12:09 PM  
 To: CashForLaptops Family of Websites support@cashforiphones.com

Since I cannot reach you by phone, I am emailing you again to tell you to return this phone immediately. I have refunded your payment via PayPal and do not accept this amount for my phone. You bid \$107 via the internet. This is bait and switch — and I have filed a complaint with the Nevada Attorney General.

I await your prompt response. Karin Tyrer  
[karin.tyrer@gmail.com](mailto:karin.tyrer@gmail.com)

On Dec 27, 2014, at 7:32 PM, CashForLaptops Family of Websites <[support@cashforiphones.com](mailto:support@cashforiphones.com)> wrote:

Hi Truman,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$7 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
 Customer Satisfaction Champion



- [Summary](#)
- [Activity](#)
- [Send & Request](#)
- [Wallet](#)
- [Shop](#)
  
- [Settings](#)
- [Help](#)
- [Log Out](#)

## Transaction Details

**Refund** (Unique Transaction ID # 1KP08596M8344805E)  
 See related [2F808093BA582473S](#)

Original Transaction						
Date	Type	Status	Details	Gross	Fee	Net
Jan 5, 2015	Payment From LDR LLC	<a href="#">Refunded</a>	<a href="#">Details</a>	\$39.00 USD	\$0.00 USD	\$39.00 USD

Related Transaction						
Date	Type	Status	Details	Gross	Fee	Net
Jan 5, 2015	Refund	Completed	...	-\$39.00 USD	\$0.00 USD	-\$39.00 USD

**Business Name:** LDR LLC  
**Email:** [sales@cash4laptops.com](mailto:sales@cash4laptops.com)

### Business Contact Information

**Customer Service URL:** <http://www.cash4laptops.com>  
**Customer Service Email:** [sales@cash4laptops.com](mailto:sales@cash4laptops.com)

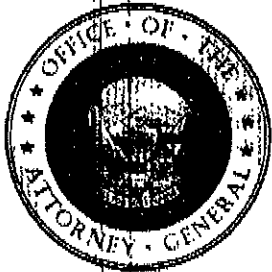
**Customer Service Phone:** 888-821-1143

**Total amount:** -\$39.00 USD  
**Fee amount:** \$0.00 USD  
**Net amount:** -\$39.00 USD

**Date:** Jan 5, 2015  
**Time:** 08:36:46 PST  
**Status:** Completed

**Subject:** You have sent \$39.00 USD to LDR LLC with PayPal  
**Note:** I will not accept this payment. I want my phones returned immediately.

1/15 10 9:14



**STATE OF NEVADA**  
**OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108	555 E. Washington Ave., #3800 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3768
<a href="http://www.ag.nv.gov">www.ag.nv.gov</a>	

*For office use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Compl. No: \_\_\_\_\_

Assigned to:  A. D. G.  J. C. G.  W. C. W.  [blank]

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (It is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Nouri	Marty	H	
Last	First	MI	
Your Address: 5406 Montbury Ln.	Katy	Texas	77450
Address	City	State	Zip
Your Phone Number: 281-828-8145			
Home	Cell	Work	Fax

Email: martynouri@yahoo.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cashforlaptops.com

Individual/Contact: \_\_\_\_\_

Last	First	Job Title (Example: CEO)	
Individual/Business Address: 4800 Ampere Dr, Suite 109	Reno	NV	89502
Address	City	State	Zip
Individual/Business Phone: 887-732-2318			
Work	Mobile	Fax	

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: cashforlaptop.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.  
They promised me \$60.00 online for my laptop and after I send it they deposit \$12.00 to my laptop and after e-mailed them let them know that I will not accept the \$12.00 and I need to either have my laptop back or \$60.00 no answer except call us at above number and everytime I called they put me on hold and after while hangup

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
Zip		

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

Mislead customer that they will get certain amount of money for their product that they are selling and once they get it they do not pay the amount it was promised and they try to not get back to you by e-mail and make it difficult for consumer to get the right price by keep telling you that they do not resolve the problem with e-mail eventhough all their service is done by Internet and e-mail. They do not answer their phone and when they answer their phone they try to transfer you to different department knowingly that you will not get hold of that department and phone disconnect after 8 minutes of holding.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.



**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is not my private attorney, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does not represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Marty Nouri

Marty Nouri

Signature

Print Name

1/5/2015

Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

~~The following question is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.~~

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

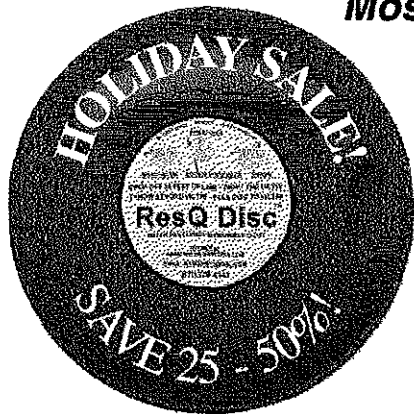
- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other internet search

TO: Catherine Cortez Masto Attorney General  
From: Dr. Thomas Sytko  
RE: ResQ Disc - Throwable Life-saving Device  
FAX#: 775-684-1108

# Two Snowmobilers Saved Same Day! Drowning is leading cause of snowmobile deaths!

January 2011 - Michigan State Police used two **ResQ Discs** to pull two snowmobilers who crashed through the ice on Higgins Lake to safety. The two rescued were 1/2 mile apart! Prior to state police arriving with the **ResQ Discs**, friends of the pair had made several attempts to rescue them, but without the **ResQ Disc**, they were unfortunately unsuccessful! Snowmobilers should carry **ResQ Disc** to be able to save their buddies' lives! Call Dr Tom Sytko (877) 222-4343.

**Most drownings happen in 60 seconds  
within 30 to 70 feet of rescue!**



## ResQ Disc SAVES LIVES

- Throwable Disc on a Rope
- 20 Seconds Deployment
- Range: Up to 100 feet
- 507 Known Rescues!



### HOW TO ORDER

Receive a discount by placing an online order at: [www.water-rescues.com](http://www.water-rescues.com).  
Enter: "SO" after your name for the discount. You will be refunded the difference between the regular price and the discounted price shown on the order form. OR Mail the Form with a check to:  
SAVE A LIFE, 6130 W. FLAMINGO RD., STE 265, LAS VEGAS, NV 89103  
For Purchase Orders: Mail form to above address or fax to 877-222-4345

**BUY NOW! OFFER GOOD FOR YOU AND YOUR TEAMMATES FOR 60 DAYS!**

Any Questions Contact Owner: Dr. Tom Sytko Phone 1-877-222-4343 or Email [resqdisc@aol.com](mailto:resqdisc@aol.com)

### ORDER FORM

Individual Discs (1 to 11) \_\_\_\_\_ x \$59.00 = \_\_\_\_\_ (SAVE \$21/disc over retail!)

12-Disc Cartons (\$49.00 each + \$60 shipping)

Qty of cartons \_\_\_\_\_ x \$648 = \_\_\_\_\_ (SAVE an ADDITIONAL \$10/disc!)

Purchase Order # \_\_\_\_\_ (Will invoice)

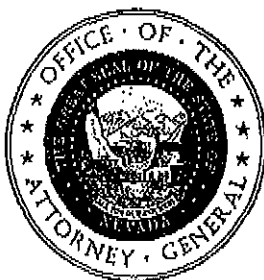
**Ship to:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City / State / Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108	555 E. Washington Ave., #3900 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3768
--	--

[www.ag.nv.gov](http://www.ag.nv.gov)

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BDP  GI  
 JFU  COM  MFU  
 MFCU  PU  WCFU  
(Stamp here)

L6  
1/7/15  
9:46

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Duncan Bruce K

Your Address: 1606 Dickens Ct Murfreesboro TN 37129

Your Phone Number: 615-896-8254 615-890-2020

Email: bduncan@nhccare.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cashforlaptops.com

Individual/Contact: Thompson Peter Customer Service

Individual/Business Address: 84 Coney Island Dr Sparks NV 89432

Individual/Business Phone: 775-552-3203

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: www.cashforlaptops.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes-Continue to Next Question  No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I received a quote to pay \$207 for an Apple iPhone 5, 16Gig ATT phone in good working order online from Cashforlaptops.com. My iPhone was shipped to the business and I received an email quote that the current market value was now \$32. There online documentation says that if you do not accept the amount, you need to call within 3 days to reject the offer. I have been unable to reach the company since I received the email late 1/5/15. I did reject the offer by email but apparently that is not acceptable. When you call the company 888-821-1143 number and talk to a person, they say you must hold for another department and are transferred. After 10 minute hold the caller, who was placed on hold, has the call disconnected. I was told this would happen, and it did. Bottom line, you can not reject the offer the way the system is set up. I told the customer service person I was rejecting the offer but was told I had to tell another department. If you check online complaints on the company, they are numerous and all regarding the same issue. I want my phone back, I will not sell it for less than a third of the price ATT would have given me in their retail store locally.

My order number is 538534.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I received a quote to pay \$207 for an Apple iPhone 5, 16Gig ATT phone in good working order online from Cashforlaptops.com. My iPhone was shipped to the business and I received an email quote that the current market value was now \$32. There online documentation says that if you do not accept the amount, you need to call within 3 days to reject the offer. I have been unable to reach the company since I received the email late 1/5/15. I did reject the offer by email but apparently that is not acceptable. When you call the company 888-821-1143 number and talk to a person, they say you must hold for another department and are transfered. After 10 minute hold the caller, who was placed on hold, has the call disconnected. I was told this would happen, and it did. Bottom line, you can not reject the offer the way the system is set up. I told the customer service person I was rejecting the offer but was told I had to tell another department. If you check online complaints on the company, they are numerous and all regarding the same issue. I want my phone back, I will not sell it for less than a third of the price ATT would have given me in their retail store locally.

My order number is 538534.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.



OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.
Carson City, NV 89701
Phone: 775-684-1100
Fax: 775-684-1108

555 E. Washington Ave., #3900
Las Vegas, NV 89101
Phone: 702-486-3420
Fax: 702-486-3768

www.ag.nv.gov

Received by:
Date Received:
Complaint Type:
Referred to: BCP, GI, IFU, OML, MFU, MFCU, PIJ, WCFU

1-6-14
9-27

COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above...

INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

SECTION 1.

COMPLAINANT INFORMATION

Salutation: Mr. Mrs. Ms. Miss

Your Name: Higgins, Donald, D

Your Address: 18209 NE Cedar Drive, Battle Ground, WA 98604

Your Phone Number: 360-666-5865 (Home), 360-607-5927 (Cell)

Email: zzzDon@Comcast.net Call me between 8am-5pm at: Home, Cell, Work

Age: Under 18, 18-29, 30-39, 40-49, 50-59, 60 or older

BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cashforlphones.com

Individual/Contact: Lissette

Individual/Business Address: 84 Coney Island Drive Sparks Sparks, NV 89431

Individual/Business Phone: (775) 857-1878

Individual/Business Email: Support@cashforlphones.com

Individual/Business Web Site:

SECTION 2.

Did you make any payments to this individual or business? Yes-Continue to Next Question No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

_____	_____	_____	_____
Last	First	Phone	
_____	_____	_____	_____
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

In response to misleading and false advertising I sent three nearly perfect iPhones with accessories. CashforiPhones acknowledged receiving all three. They then made ridiculously low and inappropriate offers on two of the three phones and never responded on the third phone. I immediately advised them to return my phones. They responded that I should call. I tried to do so and met with a bewildering array of holds and transfers only to be dismissed by a recording. When I complained via email they offered no solution.

I responded to them using the same vehicle that they chose to respond to me, namely email. I have explained that one cannot get through on the phone number they provide. I suspect that this run around is by design and that the organization has stolen my property.

I then searched the internet for scam reportings and found a astounding number of complaints. One such website is: <http://scamsreports.blogspot.com/2013/10/cash-for-iphones-is-scam-read-these-complaints.html#axzz3NJCRFJsS>

I am amazed that you allow these folks to continue to do business in Nevada.

### SECTION 4.

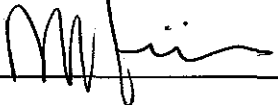
List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

Donald Higgins  
Print Name

12-29-2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office
- Called/visited Carson City AG Office
- Called/visited Reno AG Office
- Attended AG Presentation/Event
- Another Nevada State Agency/Elected Official
- Search Engine
- AG Website
- AG Social Media Sites
- Media: Newspaper/Radio/TV
- Other



# Confirmation of receipt of 3 iPhones

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Subject:** Order 520668 Status: Your Device Has Been Received  
**Date:** December 1, 2014 9:05:53 AM PST  
**To:** Zzzdon@comcast.net

---

Dear Friend Don,

## **What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

## **What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Subject:** Order 520669 Status: Your Device Has Been Received  
**Date:** December 1, 2014 9:05:49 AM PST  
**To:** Zzzdon@comcast.net

---

Dear Friend Don,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Subject:** Order 520670 Status: Your Device Has Been Received  
**Date:** December 1, 2014 9:05:46 AM PST  
**To:** Zzzdon@comcast.net

---

Dear Friend Don,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

From: Donald Higgins <zzzdon@comcast.net>  
Subject: Re: Order 520668, Your Device Has Been Inspected  
Date: December 3, 2014 4:55:19 PM PST  
To: CashForLaptops Family of Websites  
<support@cashforiphones.com>



Your offer is wholly inadequate. Return the phone to me.

Sent from my iPad

On Dec 3, 2014, at 4:34 PM, CashForLaptops Family of Websites  
<support@cashforiphones.com> wrote:

My response

Hi Don,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$8 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

Offer for 520668

From: Donald Higgins <zzzdon@comcast.net>  
Subject: Re: Order 520670, Your Device Has Been Inspected  
Date: December 3, 2014 4:54:26 PM PST  
To: CashForLaptops Family of Websites <support@cashforiphones.com>



Your offer is wholly inadequate. Return the phone to me.

Sent from my iPad

On Dec 3, 2014, at 4:34 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

} my response

Hi Don,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$18 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

offer for 520670

Note: No offer or response on 520669

From: Don Higgins <zzzdon@comcast.net>  
Subject: Orders 520668, 520669, and 520670  
Date: December 4, 2014 4:21:05 PM PST  
To: CashForLaptops Family of Websites <support@cashforiphones.com>



---

Yesterday (December 3, 2014) at about this time (4:30 pm) you provided me with totally inadequate offers for phones you have identified as 520668 and 5206670. You did not respond on 520669. This will confirm my immediate response to you asking that the phones be immediately returned to me. I have better use for them then to accept token amounts for these nearly perfect instruments.

Don Higgins  
18209 NE Cedar Dr ask  
Battle Ground, WA

From: Don Higgins <Zzzdon@comcast.net>  
Subject: Re: Order 520670, Your Device Has Been Inspected  
Date: December 9, 2014 8:55:53 AM PST  
To: CashForLaptops Family of Websites  
<support@cashforiphones.com>



*My response  
is below -*

Dear Kevin,

In attempting to follow your instructions to call the number you provided, I was placed on hold for 11 minutes only to be told I had the wrong department and transferred to the Purchase Department to be placed on hold again for 8 minutes to then hear a recording telling me to call back after 1 pm.

All our communications, without exception, have been via email. Any rule that I must now reach you by phone is entirely of your making. Designing your phone system to prevent customers from reaching you is also of your making.

I suspect that you are in the process of unlawfully stealing my property, namely three nearly perfect iPhones. I have taken every effort to communicate with you using the same means that you choose to communicate with me. Either make a legitimate offer for the iPhones or return them to me.

Don Higgins

*- Responding to my e-mail of 12/4*

On Dec 8, 2014, at 7:09 AM, CashForLaptops Family of Websites wrote:

Dear Don,

Thank you for your email. I understand you would like to have your device returned. All returns must be requested over the phone with our purchasing department not through emails. Please contact our Seller services department at 888-821-1143. Mon-Fri 6am-4PM as well as 7-3:30PST

Respectfully,

my final response  
no - reply -

From: Don Higgins <Zzzdon@comcast.net>  
Subject: ~~Re: Order 520670, Your Device Has Been Inspected~~  
Date: December 14, 2014 9:43:25 AM PST  
To: CashForLaptops Family of Websites <support@cashforiphones.com>



In response to your misleading and false advertising I sent you three nearly perfect iPhones with accessories. Your acknowledged receiving all three. You then made ridiculously low and inappropriate offers on two of the three phones and never responded on the third phone. I immediately advised you to return my phones. You responded that I should call you. I tried to do so and met with a bewildering array of holds and transfers only to be dismissed by a recording. When I tell you of this, you respond that I should do what? Call you some more?

I am responding to you using the same vehicle that you chose to respond to me, namely email. I have explained that one cannot get through on the phone number you provide. I suspect that this run around is by design and that your organization is stealing my property. If I do not have a legitimate response by early next week I will seek the aid of Catherine Cortez, Attorney General- State of Nevada, and file a formal complaint.

Don Higgins

- Responding to my Email of 12/4

On Dec 13, 2014, at 11:20 AM, CashForLaptops Family of Websites wrote:

Dear Don,

Thank you for your email. I am sorry you have not been able to get through. Please us at 888-821-1143

Respectfully,

Lissette

[www.CashforLaptops.com](http://www.CashforLaptops.com)

[www.CashforiPhones.com](http://www.CashforiPhones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!



LG  
9-27  
1/16/15

HOME » REVIEWS » [CASH FOR IPHONES IS A SCAM? READ THESE COMPLAINTS](#)

## Cash for iPhones is a Scam? Read These Complaints

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We unlock Apple & Samsung Phones for less, same day service available

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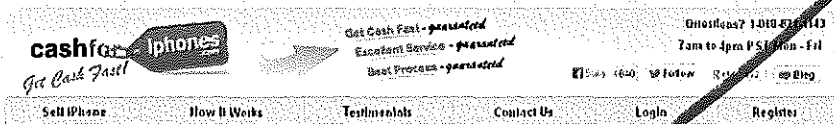
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Atrae más visitas a tu sitio. Regístrate en Google AdWords hoy.

#### Recycle Cell Phones for \$

[recyclingadvantage.com](#)  
Recycle cell phones, laptops and ink cartridges. Great fundraiser.

**Is Cash for iPhones a Scam or true iPhone Trade In Program?** This question usually asked by people who own [old iPhone](#) and want to buy the new one and do not lose much money. They will find iPhone trade-in program like [cashforiphones.com](#). Before we continue with [the list](#) of complaints listed in the internet, please see [the details](#) of this company:

- Company [official Website](#): <http://www.cashforiphones.com>
- Company Phone Number: (877) 732-2318
- Email/Contact support: [sales@CashForiPhones.com](mailto:sales@CashForiPhones.com)
- This iPhone Trade in Company was established on 2007



Top Cash for your iPhone - Working or Not  
Free Trackable Shipping • Instant Cash Option



Instant Online Quote

Select Your iPhone model:  Get Offer

[How we find my phone number](#)

The Original CashForiPhones in internet since 2007  
We help you to avoid a big price loss by our simple system

[100 Testimonials](#)  
[100 Testimonials](#)

Recommend this on Google



*Please Note the very Photos Complaints*

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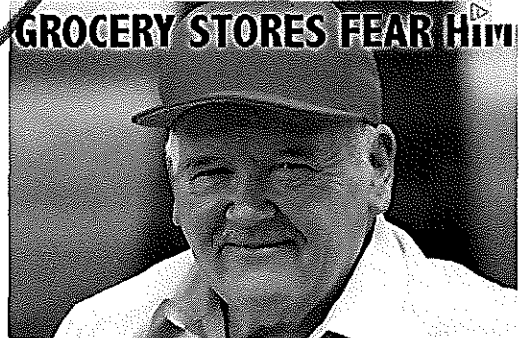
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Cash for iPhones is a Scam? Read These Complaints

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Is Vanilla Reload Scam or Legit? Come and Read Our Review

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Is Nomorerack Scam or True? Read Negative, Neutral and Positive Nomorerack Reviews Here

Cash for iPhones is a Scam? Read These Complaints

### Cash for iPhones Complaints List

There are some cash for iPhones complaints submitted to the popular scam reports web like [scambook.com](#) or [ripoffreport.com](#), and here are some of them, please read them carefully, so you could decide to use this cash back company to cash in your iPhone or not.

Nomy send her complaint here, here is what she said:

"AVOID CASHFORIPHONES.com Cashforlaptops.com and other sites associated with them, 100% **fraud** they never give you what they quote even if your used phone is flawless like only 2 months old they always devalue it after getting it then your screwed either pay to have it sent back or take the low offer always less than half."

This is come from **Brad Mendelson, He said:**

"They Are crooks. Had a iPhone 4 in

Perfect condition Brian claimed he could only pay \$ 120. I told him to send back the phone. It was an argument. He was nasty impolite and a bully. Told me that he would finally ship the phone ups but I have to be home to sign for it. Asked if he would send it to my office he refused. Claims that he owns the company also claims he has no last name.  
I hope . He goes out of business.  
**Brad Mendelson, Cash4iphones.com"**

**Kenny share his cash for iphones complaint like this:** "Looks like I have been scammed as well. I should have looked them up first. They have had my phone for 3 weeks now and I have got no response for the emails or calling them. The log into your account is bull shit because it does not work. I hate dishonest people!"

From my side, I doubt that the complaint above is legit after I read that he own similar site cash4iphones.com, might be he just a competitor and want to give negative impact to his competitors, only he and God who know the Truth.

And here are another cashforiphones.com complaints:

**Mike Carter** send his complaint here:"Avoid cashforiphones. They just aren't honest. They will tell you you have not assessed your product properly. I feel like going to the NY Times and getting a consumer reporter to send in a new iPhone and see what they find wrong with it. Would make a great article. Also, I see cashforiphones has joined a lot of blog sites to try and prop up their reputation. Check around the internet and you will see very similar blogs posted during a short period of time. WordPress seems to have had an issue with them because they suspended the blog there."

**RbtMartin** said:

"Everything everyone has said here is completely true. I set them an iPhone 4S in mint condition and even included the original Apple box along with a set of original unused headphone, sync cord and charger. The website state \$147...several days later at 5:30pm MST I received and email with an offer of \$24. According to their online Terms & Conditions I have three day to accept or reject their offer it and get the phone returned. I called them at 8:00am MST the next day to reject their offer and request they return my phone. They said it was processed and they could not return the phone. I referred them to their Terms & Condition and they acted like that had nothing to do with it. After much haggling I settled on \$100 to be paid to my PayPal account. After reading some of the complaints this might not be over because they agree to a price and then deposit less than the agreed amount.

These people need to be stopped...I suggest that everyone use their Social Media Accounts (Facebook, Twitter, LinkedIn etc.) tell everyone that his is a scam. I'm also going to report them to PayPal, since I'm sure they don't know that they have become an unwilling partner to this SCAM. Let stop this crooks."

**David Austin** just sent us his complaint to Cashforiphones:

"I've been taken as well. I sent them (2) iPhone 4S's, I was quoted \$103 for each phone and received a check for \$40 total. I wish I had done my research before trusting this company. It's not over for me, I've contacted the Federal Trade Commission about their fraudulent practices and I'm also going to see if my Post master general can do something about this since I opted to be paid by check, part of their deception was done using the USPS. It's sad that people have to take advantage of others instead of making a legitimate living"

Another cash for iphones complaint:

"Total thieves!!!! Stay away. My first mistake was not reading the reviews on this crooked outfit. I was quoted \$357.00 or a perfect iPhone 5S. I was told I would either get \$357.00 or an offer for less is my phone wasn't what I claimed it was. Today i got a message from paypal that \$57.00 was deposited in my account. I immediately called and talked to an idiot that told me the phone severely depreciated since I sent it last week. I demanded they send the phone back and the jack ass offered me \$200.00?????. After a long discussion he told me "I agreed to their terms and conditions". He agreed to send it back but i would be shocked if he actually does. We need to figure out a way to stop these predators from ripping people off!!!"

Another ones...

Google+ Followers

goony nauf

Add to circles



719 have me in circles

View all

Recent Feedback And Complaints

Anonymous commented on Is Vanilla Reload Scam Or Legit: "MY husband and i where going to do this because we are broke but we decided to do some research and..."

Anonymous commented on Is Vanilla Reload Scam Or Legit: "614 347 2180 is a scam person as well. Has an instagram page as a female, but is really a man."

Susan commented on Cash For Iphones Is Scam Read These Complaints: "Watch out! The \$7 I was offered for my iPhone wasn't even in the same stratosphere as the..."

Shekeyta Stepherson commented on Is Vanilla Reload Scam Or Legit: "Please beware of a girl named dashae gibson on fb her pics are very perty. she claims to be the..."

Anonymous commented on Is Vanilla Reload Scam Or Legit: "connectwithchris on instagram becareful of this deushe bag getting money from victims supposedly..."

Categories

- Charity Scam
- Company Scam
- Complaints
- Finance Scam
- Fitness Scam
- Fraud
- MLM Scam
- Online Scam
- Online Tools
- People Scam
- Product Scam

"ok-so shame on me for trusting these id1ots. I had used another service in the past and got a fair deal. This time I was selling an iPhone so figured these folks focused on iPhones only and would give me a fair deal. They quoted \$123 and today I received an email that they deposited \$9 in my paypal account. I emailed asking for an explanation since it was in pristine condition. I blame myself because I always do my home work and look for reviews on several sites. I know I won't get this resolved through them so I am warning others--DO NOT USE THIS COMPANY."

"It's been 2 weeks and I can still barely discuss this rip off without getting infuriated. What a scam. I had pictures of my iPhone 5S - good pictures - that showed the phone was in excellent condition. No marks or scratches - I took very good care of it. I tried to sell it on ebay but after 2 deadbeat international buyers, I just wanted to get rid of the phone and a friend suggested Cash for iPhones. They offered me \$60 on a Friday evening. When I called, a recording said they were closed over the weekend and to call on Monday. When I called Monday morning, the woman I spoke to - an officious ass - said I should have called over the weekend. Told her I'd tried several times. She then said they'd kick in an additional \$180 because I'd been on hold for an hour. When I asked why I was getting less than I was LED to believe, she said their technicians found problems and scratches. That was an outright lie. Unfortunately, there's nothing you can do once they've got your phone."

"It's a SCAM. They offered me \$145 for iPhone 4s and processed the phone for \$22. When I called to get my phone back, they told me that they cannot process my request since I did not CALL within 3 days of the offer. Even though I sent an email requesting the return of the device within two hours of receiving the offer email of \$22. I was told that they don't accept email as a notification of intent"

"This cashforiphones company is a rip off,they'll keep emailing you stating that they need you to have your carrier clear your ESN number for they could just sell your phone and never reimburse you. they'll keep emailing you even though you respond back to theirs stating they never received your email for confirmation of the release do not send your phone to this company. when you try to email them back your email will come up as delivery failed company is blocked SMH lesson learned"

Cash For iPhones is a scam. There is no doubt about it.

I was quoted \$113.00 for my Samsung Galaxy S3. They sent me \$17. The phone was in almost mint condition - never dropped, in great working condition, not a scratch or a mark on it and it was kept in its case since the day I bought it.

Cashforiphone.com is a scam. DO NOT DO BUSINESS WITH THEM UNDER ANY CIRCUMSTANCES!!!!

About 5 complaints submitted to Scambook.com, you could check them here, and here is the latest complaint submitted to that page:

**"submitted on 05/09/2013.**

*I called CashForiPones.com at 8777322318 on 9th May 2013. I spoke with a customer service representative of Cashforiphones.com and alerted them to their public profile and consumer complaints that have been posted to Scambook. I was then transferred to the voice mail of Antoinette where I left a detailed voice mail. I await their response."*

And about 7 reports submitted to RipoffReport.com, and you could read all of them here. Here is the latest one: **This is Submitted on Wednesday, August 14, 2013 Reported By: Charles:**

*"This company, CashForiPhones.com, quotes one price then pays another. In my case, they quoted me \$135 to buy my iPhone 4. Upon receipt of the item, in the condition it was listed, they sent me a check for only \$40. Don't use this company to sell electronics."*

If you want to get positive reviews, you could read their satisfied customer testimonials here. And you could read full review and very long discussion about CashForiPhones from CNET here: Don't get scammed when selling your old iPhone (Ask Maggie)

Program Scam

Reviews

Tips

Travel

Read Another Scams



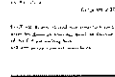
Making Money Online Scams



Is Vemma Scam or Not? Read Vemma Reviews First Here



Is Lumosity.com Scam or Legit Brain Games? Check Our Review Here



Armando Montelongo Scam: Is it True or Not?

Archives

2014 (50)

▶ December (4)

▼ November (3)

Cash for iPhones is a Scam? Read These Complaints

JJ Virgin Scam or True Weight Lost Diet Program?

MyPillow Complaints, Scams and Good or Bad Reviews...

▶ October (3)

▶ September (4)

▶ August (4)

▶ July (6)

▶ June (1)

▶ May (3)

▶ April (6)

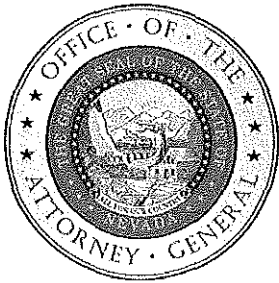
▶ March (6)

▶ February (5)

▶ January (5)

2013 (25)

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**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100                  Phone: 702-486-3420  
 Fax: 775-684-1108                      Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
*(Stamp here)*

1-6-13  
9:05

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

**SECTION 1.**

**COMPLAINANT INFORMATION**

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Caldwell Gregory J  
 Last First MI

Your Address: 3064 Country Meadows Ln Maryville, TN 37803  
 Address City State Zip

Your Phone Number: 8652334732 8652334732 9417616100  
 Home Cell Work Fax

Email: whitehat125@yahoo.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

**BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST**

Business/Provider Name: Laptop & Desktop Repair LLC DBA CashForiPhones.com; CashForLaptops.com

Individual/Contact: David Vadim Kruchinin, AKA David Kruchin, AKA David Kruch Owner/CEO/Managing Dir.  
 Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Drive, Sparks, NV 89431  
 Address City State Zip

Individual/Business Phone: 888.821.1143 775.544.1690 775.287.9030 775.852.1161  
 Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: www.cashforiphones.com

**SECTION 2.**

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance?  Yes  No If so, which agency? BBB

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

Around the first of December I looked to sell my iPhone 4S. I had done so with another iPhone previously with a company called Gazelle and found the transaction exactly as described. When I googled selling this person's website came up and they offered the most amount of money - around \$97 (granted it said up to..., however, every site states that in case the phone is broken or scratched when they receive it). Since this site offered about \$15 more than Gazelle, I decided to give them a try. On or about 12/15 I received an email that my device was received and was being inspected. On 12/18, I received a second email saying the phone was worth \$7. I asked for it back and they ignored my request. I sent another email and they asked me to call 888-821-1143. I did so but the phone just rings and goes to fast busy. Yesterday, 12/29 I received the check for \$7. However, if you go on their website today and type in that you have an iPhone 4S, they are now saying they'll pay "up to \$103". However, contained with the check and the email they sent, they state: "This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device." If that's true then their website is blatant "bait-and-switch". My phone was in very good condition; it worked, had always been in a case and had no scratches. Since this happened I'm NOW seeing a bunch of similar complaints all over the Internet. Shame on me for not looking more closely but something should be done about this. Their Terms and Conditions notwithstanding, they are obviously stealing from people - I suspect paying pennies on the dollar for phones and then reselling them to Gazelle for a profit.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

Please see attached emails and screen shot showing the \$103 offer AFTER I had received notice mine was worth \$7.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*Gregory J. Caldwell*  
Signature

GREGORY J. Caldwell  
Print Name

12/30/14  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

**GMan**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Tuesday, December 16, 2014 11:07 AM  
**To:** whitehat125@yahoo.com  
**Subject:** Order 528259 Status: Your Device Has Been Received

Dear Friend Gregory,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**GMan**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Thursday, December 18, 2014 7:33 PM  
**To:** whitehat125@yahoo.com  
**Subject:** Order 528259, Your Device Has Been Inspected

Hi Gregory,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$7 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion



**GMan**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Friday, December 19, 2014 7:35 AM  
**To:** whitehat125@yahoo.com  
**Subject:** Please call

We currently do not respond to emails. We would like to direct you to our customer service department to help with any questions you may have regarding your account or how the process works. Please call [888-821-1143](tel:888-821-1143) between 7am-4pm PST M-Fri.

**GMan**

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Wednesday, December 24, 2014 8:22 AM  
**To:** whitehat125@yahoo.com  
**Subject:** Gregory - Payment Check Mailed

Dear Gregory,

Thank you for recycling your Apple iPhone 4S 16GB ATT!

**What is happening?**

Your check has been printed and will be on its way to you in no time! Expect it to arrive in 2-5 business days. (Dear East Coast customers - please allow a few extra days!)

**What do you need to do?**

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: whitehat125@yahoo.com

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

## GMan

---

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Sent:** Tuesday, December 30, 2014 12:20 PM  
**To:** whitehat125@yahoo.com  
**Subject:** Please call

We currently do not respond to emails. We would like to direct you to our customer service department to help with any questions you may have regarding your account or how the process works. Please call [888-821-1143](tel:888-821-1143) between 7am-4pm PST M-Fri.



Hi Gregory,

Good news: your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors. Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$7 for the device. This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around: our accounting team is processing your cash right now, and within 2 business days we'll be mailing you your check. Thanks for trusting us as your unexcused device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,  
 Peter Thompson  
 Customer Satisfaction Champion

From: CallCenter@family171@yahoo.com  
 Sent: Thursday, December 18, 2014 7:53 PM  
 To: whithead13@comcast.net  
 Subject: Order 52829, your device has been inspected

# There's Cash Waiting For You Somewhere In Your House!

## It's time to go on a treasure hunt (for cash!)

Hi there! Now I know that in my house, I have around 44 drawers, 23 shelves and a bunch of large moving boxes. How about your place? I'm going to bet that your place isn't much different. If you're anything like me, you probably don't even quite remember what's in half of them; I'm also pretty sure you don't know there's **CASH** in some of them! In the average household there is anywhere between **\$500** and **\$1200** worth of **used or broken** electronics, gathering dust and losing value; all day, every day.

## The "can't do without" trend

The reason there's cash lying around in your house is that we're part of the "can't do without it" culture. When a new version of my phone comes out, I have to have it. A new tablet? Gimme! This is the reason I have so many gadgets; if I didn't know better, I'd have three times the amount strategically "forgotten" all over the place, and I'd be poorer for it!

Thankfully, I do know better. Folks sell me gadgets all day long; I've **paid out millions** to customers this year alone, and I know a used Smartphone (like the one you bought lovingly two years ago, and now lives at the bottom of your sock drawer) **can get you \$200 or more cash**. I know a broken laptop can get you the same.

## Landfill stinky or Green hands

The bottom line is that your forgotten gadget can end up in one of two places; in a landfill leaching toxins, or in the hands of someone who can properly (and safely) refurbish it. With the first option you get nothing but a guilty conscience (not everyone gets it), with the second you get cash and peace of mind. What do you chose? What if the green hands give you a lot of money for it and pay for the shipping too? Yes?

## What if...? I want to sleep tight!

The thing is all of our gadgets have personal information on them. The phone numbers of our nearest and dearest, a few years worth of tax returns, pictures of people with no pants on, hundreds of confidential emails and so on. In all seriousness though, who's going to send all of that information "somewhere?"

VADIM OLEGOVICH

I will tell you, we are not "somewhere". Privacy is very important. No, stop. I used the wrong word here. Not just "important", it is paramount to preserving trust between our clients and us. All **private information is guaranteed to be professionally erased** before we part, melt, refurbish, or sprinkle your grinded device over our morning salads.

## The "do good" factor

Look good and feel great. Cashing in your old gadget is a true win-win. You get the money; help our planet by recycling right, and we all feel good about giving your old gadgets new life. You can pass our GIFT card to your friend and give them an opportunity to make extra cash. Remember, they will owe you for that!

## Yes! I want my money!

You loved it, you paid a lot of money for it. That day you got it, it was shiny new, smelled new, looked new, gave you happiness and excitement all over. You loved to look at it.

All that is in the past. Now this old device is just an unpleasant thought. Every time you think about it, you get mixed emotions: I paid too much for it, it looks used now, some functions don't work, and something is broken..... It's got to be worth something, but I won't make a decision to do anything about it, not now...

Well, now is the time. Feel excited about selling it right now; think what you will buy with that money. Feel excited again when you turn the cash into a new shiny something once again!

**PS: Think about it, what could you do with an extra \$500? Even better, what could you do with \$1200? All it takes is a few clicks of the mouse; go online, get an instant quote, and get **YOUR CASH!****

Dave Kruch

Dave Kruch, Purchasing Department

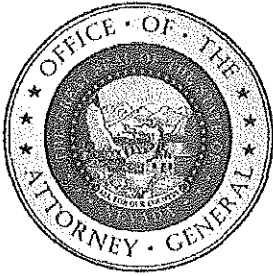
~~OR KRUCHIN IN~~  
OR KRUCHIN IN  
KRUCHIN IN



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1679  
10:59



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100                  Phone: 702-486-3420  
 Fax: 775-684-1108                      Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WOFU  
(Skip here)

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Koop Bruce A  
Last First MI

Your Address: 8723 Balmoral Dr, Newcastle, CA 95658  
Address City State Zip

Your Phone Number: 916-663-9548 916-412-5412  
Home Cell Work Fax

Email: bkoop@sbcglobal.net Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Laptop and Desktop Repair, LLC

Individual/Contact: Thompson, Peter - Customer Satisfaction Champion  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Dr, Sparks, NV 89431  
Address City State Zip

Individual/Business Phone: 888-821-1143  
Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: cashforiphones.com

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

This company is in the business of paying consumers and businesses for their used electronics. Business is conducted over the web, where you describe the product - and an initial offer is made. The next step is to send in your product, where they will then inspect the device and confirm they're offer to you via email. I went through this same process and was offered \$207 for my used iphone 5 from Verizon. Upon sending it to them, I was told via email that the phone was inspected and only worth \$30 - and my check was being sent immediately. After hearing this, I requested via email that my phone be sent back to me instead. An email response was sent that I needed to call 888-821-1143 to arrange for the return of my phone. Unfortunately, when you call the number, you're transferred into a holding queue to speak with someone from Purchasing, but your call is NEVER picked up. You're then automatically disconnected after about 10 mins of waiting on hold. I went through this same process nearly 20 times over the last three weeks. Also, after googling the company name, and checking with yelp.com, I see this company has received many of the same complaints. They seem to be enticing people, like me, into sending them their phones with the offer of a quick and reasonable payment, only to be sent a fraction of what was offered.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

Included you will find:

- several email correspondences
- copy of uncashed check for \$30
- picture of mobile phone, showing its condition
- screen print of offer from company for my used iphone



**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*Bruce Koop*  
Signature

Bruce Koop  
Print Name

01/01/2015 12/31/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

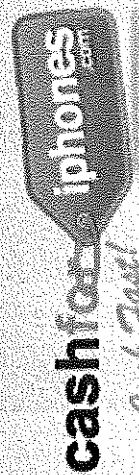
- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

FLIKR 1.2k Follow 5+1 0

My Account Contact Us

Sell iPhone How It Works About Us Reviews

Sell Your iPhone by: MODEL | CONDITION | CARRIER Learn More About: iPhone Recycling | Buy Back Programs | Trade-In's

Home ▶ Estimator

# Initial Quote for Apple iPhone 5 16GB Verizon

The Original  
CashForLaptops business  
since 2002

Select Your Model and Get An Initial Quote

1 Search & Find Your Device

2 See Your Initial Quote

My iPhone:

- Powers on and works fine
- Does Not Power On
- Has a Damaged or Defective Screen
- Has a Bad Battery

OR

Depending on its condition, we can pay you as much as

# \$207

See terms and conditions

Press Continue to Proceed to final step

Working or Not

Add Another Device ▶

Continue ▼

Laptop, Smartphone, Tablet

My Cashbox

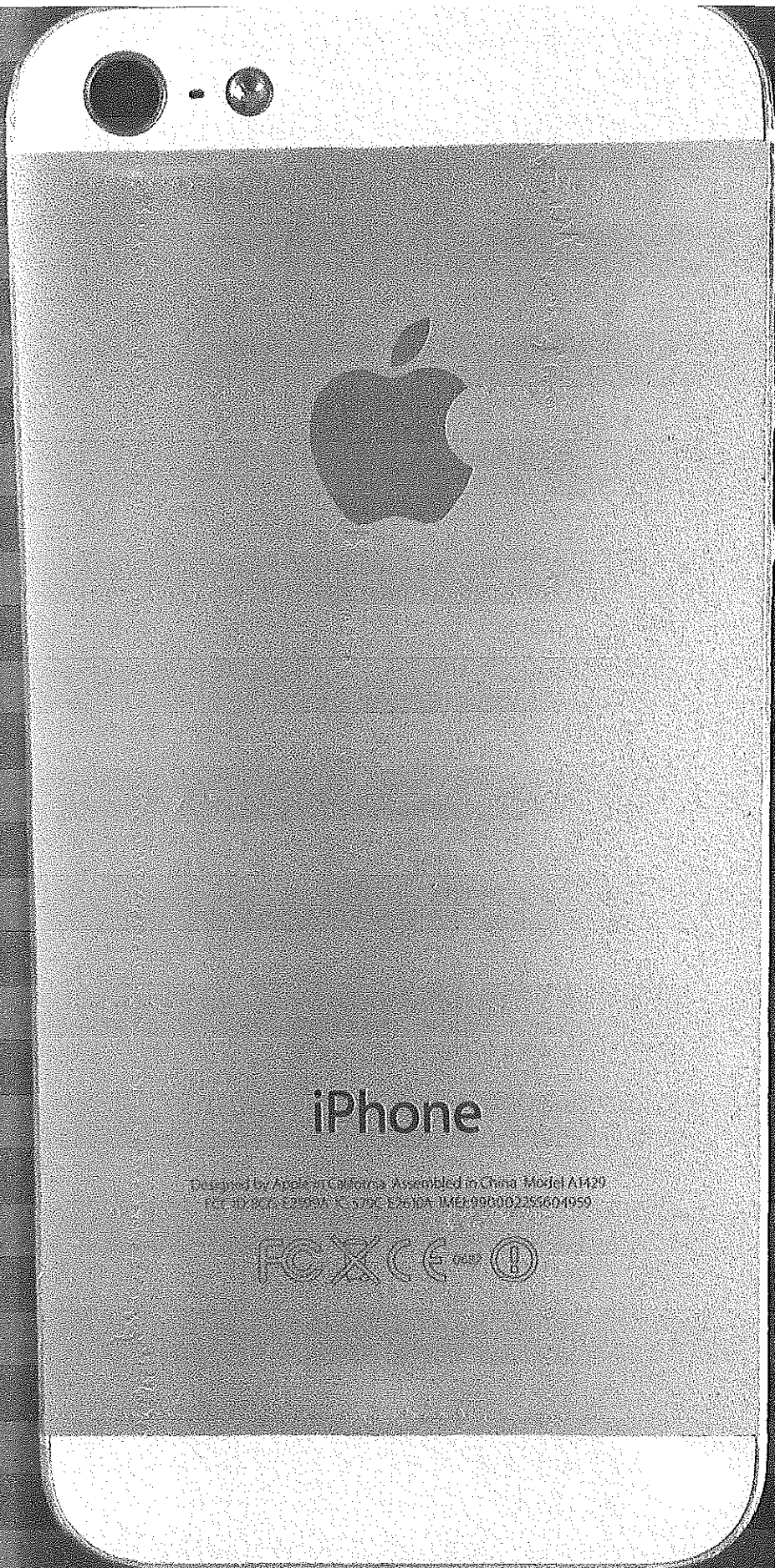
Sell Now  
iPhone 5 16GB Verizon  
\$207

\$207

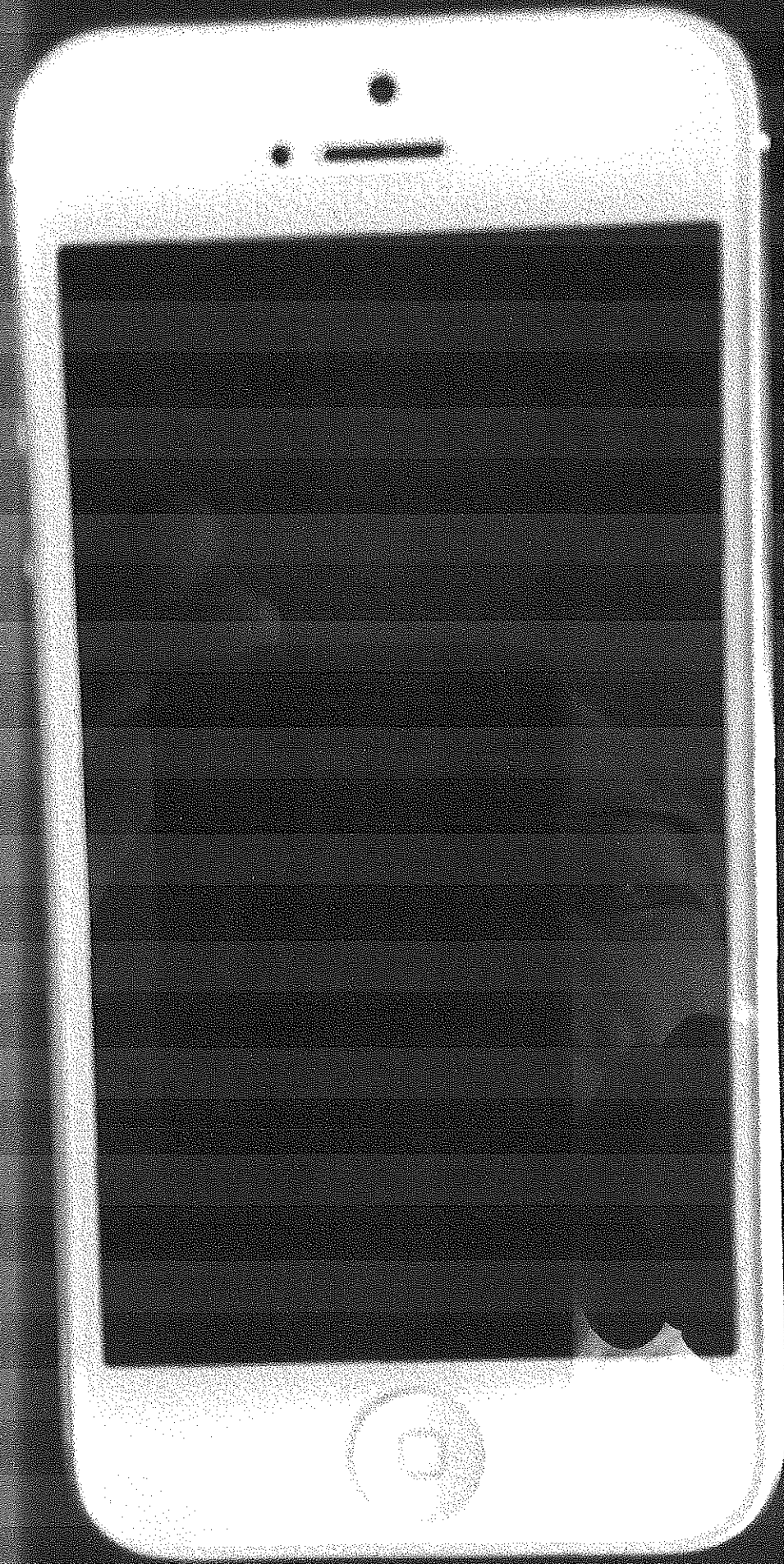
Add Another Device

## What's Next?

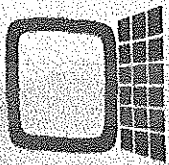
1. Complete the Sale of Device
2. Use free shipping label with the







413479



**LAPTOP AND DESKTOP REPAIR, LLC**  
THE GADGET BUYING COMPANY  
84 CONEY ISLAND DR.  
SPARKS, NY 89431

**usbank.** All of us serving you.  
94-169-1212

12/12/2014

PAY TO THE ORDER OF  
Bruce Koop

\$ \*\*30.00

DOLLARS

\*\*\*\*\*  
Thirty and 00/100\*\*\*\*\*

Bruce Koop  
8723 Balmoral Dr  
Newcastle CA 95658

*Bruce Koop*  
AUTHORIZED SIGNATURE

MEMO

⑆ 213479 ⑆ 121206912 ⑆ 1537562296 ⑆ 0⑆

LAPTOP AND DESKTOP REPAIR, LLC

Bruce Koop  
Date 12/12/2014  
Type Bill  
Reference

Original Amt. 30.00  
Balance Due 30.00  
Discount  
Check Amount

12/12/2014  
Payment 30.00  
30.00

213479

Security features. Details on back.

1.6.15  
CG  
9:01

**Subject:** Don't wait too long to get your Cash  
**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Date:** 12/3/2014 7:23 PM  
**To:** bkoop@sbcglobal.net

Hi Bruce,

This is a friendly reminder in case you haven't shipped your iPhone 5 16GB Verizon to us yet. Let us know if there are any shipping concerns that we can assist you with. Your convenience is our top priority.

If you need another copy of your prepaid shipping label, you can download it [here](#).

If you've already sent your device, thank you! We will contact you as soon as the inspection and evaluation are complete. Depending on the current volume we are processing, your device will be inspected within 5-6 business days after its arrival at our Nevada facility.

Did you know that we give away an iPad every month? You are qualified to join this exclusive raffle if you send us your device within 7 days of receiving the free shipping box that we sent. To qualify using your own box, you must mail your device within 7 days of receiving the online pre-paid shipping label. You can visit [this link](#) to learn more about this exciting promo.

We would love to include you in this month's draw! All you need to do is ship us your device today.

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

Your Transaction Summary

Brand	Apple
Model	iPhone 5 16GB Verizon

User ID	<b>347217</b>
Shipping Option	<b>Send me packaging and pre-paid shipping label</b>
Payment Option	<b>Check</b>
Sale ID	<b>525630</b>

**Subject:** Order 525630 Status: Your Device Has Been Received  
**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Date:** 12/5/2014 12:56 PM  
**To:** bkoop@sbcglobal.net

Dear Friend Bruce,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)  
Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)  
eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)



**Subject:** Order 525630, Your Device Has Been Inspected  
**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**Date:** 12/7/2014 4:31 PM  
**To:** bkoop@sbcglobal.net

Hi Bruce,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$30 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

**Subject:** Bruce - Payment Check Mailed

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>

**Date:** 12/12/2014 8:22 AM

**To:** bkoop@sbcglobal.net

Dear Bruce,

Thank you for recycling your Apple iPhone 5 16GB Verizon!

**What is happening?**

Your check has been printed and will be on its way to you in no time! Expect it to arrive in 2-5 business days. (Dear East Coast customers - please allow a few extra days!)

**What do you need to do?**

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: bkoop@sbcglobal.net

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**

Customer Satisfaction Champion

Cash for Laptops | [Facebook](#) | [Twitter](#) | [Email](#)

Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

Please call

**Subject:** Please call

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>

**Date:** 12/23/2014 11:50 AM

**To:** bkoop@sbcglobal.net

We currently do not respond to emails. We would like to direct you to our customer service department to help with any questions you may have regarding your account or how the process works. Please call 888-821-1143 between 7am-4pm PST M-Fri.

On 12/11/2014 7:44 PM, CashForLaptops Family of Websites wrote:

Dear Bruce,

Thank you for your email. I understand you would like to have your device returned. All returns must be requested over the phone with our purchasing department not through emails. Please contact our Seller services department at 888-821-1143. Mon-Fri 6am-4PM as well as 7-3:30PST

Respectfully,

Ann

Customer Service

888-821-1143

Hours of operation: Mon-Fri, 7 a.m. to 4 p.m. PST



STATE OF NEVADA  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER PROTECTION  
 100 North Carson Street, Carson City, Nevada 89701-4717  
 Telephone (775)684-1169

# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

YOUR NAME
<b>First Name</b>
Ann
<b>Last Name</b>
Harmless
<b>Address</b>
2955 NE Martin Luther King Boulevard #4 Portland, OR 97212
<b>Phone</b>
(503) 708-5789
<b>Fax</b>
<b>Email</b>
annharmless@gmail.com
<b>Are you older than 60 or disabled?</b>
Yes, I have a disability.

YOUR COMPLAINT IS AGAINST		
<b>Individual/Business</b>		
Laptop & Desktop Repair, LLC (DBA - <a href="http://cash4laptops.com">cash4laptops.com</a> , <a href="http://cashforlaptops.com">cashforlaptops.com</a> , <a href="http://cashforiphones.com">cashforiphones.com</a> , <a href="http://cashforberrys.com">cashforberrys.com</a> , <a href="http://cashforsmartphones.com">cashforsmartphones.com</a> , <a href="http://cashforapples.com">cashforapples.com</a> , <a href="http://cashforipads.com">cashforipads.com</a> , <a href="http://laptopaid.com">laptopaid.com</a> , <a href="http://laptopaid.us">laptopaid.us</a> , <a href="http://laptopzyx.com">laptopzyx.com</a> , <a href="http://cellphonecity.com">cellphonecity.com</a> , <a href="http://iphonepartspro.com">iphonepartspro.com</a> , <a href="http://pei-jian.com">pei-jian.com</a> , <a href="http://ecyclebest.com">ecyclebest.com</a> ).		
<b>(If business, Contact Person)</b>		
Mr. Vadim Kruchinin (aka - David Kruchin)		
<b>Address(es)</b>		
84 Coney Island Sparks, NV 89431	994 Glendale Ave Sparks, NV 89431	4900 Ampere Drive Suite 102 Reno, NV 89502
<b>Phone(s)</b>		
(888) 821-1143, (800) 605-5028, (888) 837-9250 (775) 857-1878, (888) 634-4409, (775) 825-5580 (775) 473-7070, (775) 284-9468		
<b>Fax</b>		
<b>Email</b>		
Info@cashforlaptops.com		

**SECTION 2.**

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint Is: Please see the attached document and supporting information. \_\_\_\_\_

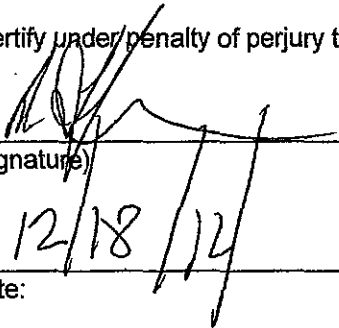
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

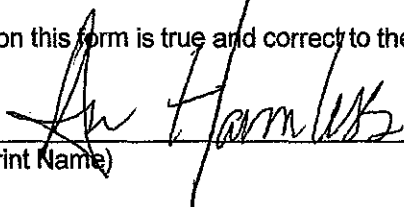
**SECTION 3.**

**Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not represent** private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

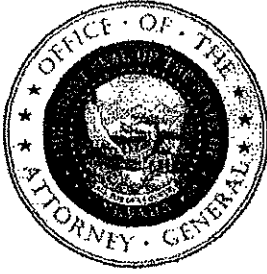
  
\_\_\_\_\_  
(Signature)  
12/18/14  
\_\_\_\_\_  
Date:

  
\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
Date:

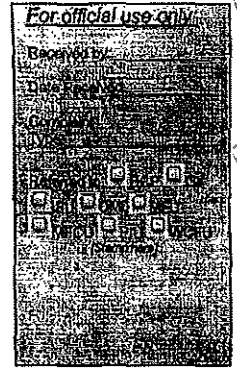


**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701  
Phone: 775-684-1100 Fax: 775-684-1108

555 E. Washington Ave., #3900 Las Vegas, NV 89101  
Phone: 702-486-3420 Fax: 702-486-3768

[www.ag.nv.gov](http://www.ag.nv.gov)



# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Odom-Clark Deidra S  
Last First MI

Your Address: 3838 Merrick Houston TX 77025  
Address City State Zip

Your Phone Number: 2816350467  
Home Cell Work Fax

Email: deidra.odom@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Ecyclebest/Cashforlphone/CashforLaptop

Individual/Contact: \_\_\_\_\_  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Drive Sparks, NV 89432  
Address City State Zip

Individual/Business Phone: 888-821-1143  
Work Mobile Fax

Individual/Business Email: support@cashforlaptops.com

Individual/Business Web Site: www.cashforlaptops.com/www.ecyclebest.com/www.cashforlphones.com

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? offered \$187 online and then changed to \$14 once received phone (\$173 discrepancy)

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ they have my iphone and will not return Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: they have iphone and will not return

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.  
 Called multiple times and consistently disconnected by company in lieu of letting me speak with someone - Have sent over 10 written requests to return my Iphone.

Have you contacted another agency for assistance? Yes No If so, which agency? FTC

Have you contacted an attorney?  Yes  No  
 If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.**

My complaint is:

This company is operating a scam by offering one thing online and once receive iphone lowers to the absurd. I was presented an offer of \$187 online and once they received they sent offer of \$14. There agreement says you have 3 days to refuse there offer - I sent multiple written notices beginning 12/18/14 and started calling to cancel and ask for my return phone. I constantly get emails returned saying I must call. I call and it is either busy or it rings puts you on hold and then disconnects you after 10 minutes flat. You call again same thing happens. My husband sent his phone who they offered \$200 and then revised to \$33 once received. My mother in law sent her phone who they offered \$200 and then revised \$33 once received. It is impossible to communicate with a live person in their "customer service department". I have no other options at this point but to file complaints as they are operating a scam and making off with 1000's of peoples for phones without operating within the terms of their agreement. Their agreement did not say anywhere that you had to "call" it just said 3 days to refuse their offer. This company operates under multiple names - ecyclebest / Cash for Laptops/ cash for iphones and has a Nevada address. I have filed a complaint with the FTC. It is unfortunate companies can get away with this and probably sell phones to terrorists. I have used services from other online companies in past and never had this same experience. I want my iphone returned.

**SECTION 4.**

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.**

I have emails to the company beginning 12/18/14 refusing their offer and asking for return of my Iphone 5C 16 -- I have my phone records showing dates/times where i have called but unable to talk with anyone.

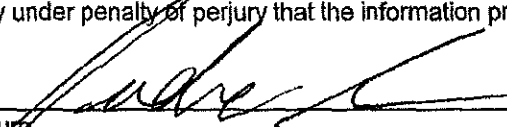


**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
 Signature \_\_\_\_\_ Deidra Odom  
 Print Name \_\_\_\_\_  
 12/28/2014  
 Date (mm/dd/yyyy) \_\_\_\_\_

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

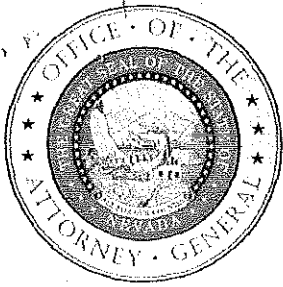
- English
- Spanish
- Other: they have iphone and will not return

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

*For official use only.*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
(Stamp here)

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Smith Justin M

Last First MI

Your Address: 1662 Bamboo Rain Ave Las Vegas NV 89183

Address City State Zip

Your Phone Number: 520-414-0537

Home Cell Work Fax

Email: justinsmithmft@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Ecycle Best

Individual/Contact: Unknown

Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Dr Sparks NV 89431

Address City State Zip

Individual/Business Phone: 888-821-1143

Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: www.ecyclebest.com

## SECTION 2.

Did you make any payments to this individual or business?  Yes--Continue to Next Question  No--Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint.** You may use additional sheets if necessary.

My complaint is:

This company claims to offer fair market value for your used electronics. I sent them my iphone 5 64 gb after they quoted an offer of \$228. Several days later they sent me an email saying they would pay me \$34 and my payment would soon be on its way. They did not allow me the opportunity to accept or reject this counteroffer as their terms and conditions stated. I attempted to email them to reject this offer to which I received an automated reply that I needed to contact them by phone despite previous email contact with a customer service representative. I attempted over 15 times over a two day period to contact them by phone to reject this offer and get my device back. Each time I called I was on hold for several minutes until someone answered. When they answered they took my order number and I was told I needed to be transferred to the "purchasing department". The company has their phone system set up in such a way that it will disconnect you from holding for their purchasing department after 10 minutes and you have to call back and start the process over. I asked several times to speak with a supervisor and was told once that supervisors do not take incoming calls and other times was again placed on hold and hung up on after 10 minutes. After several phone calls I decided to look into the online reviews for this company and numerous people have written about similar experiences with ecyclebest and other sister companies. I was only able to speak with their "purchasing department" after threatening to file a complaint with the Attorney General's office. At this very moment the woman informed me there was a "low call volume". I was transferred and a man named Mike immediately picked up the phone. He said the offer was too low as my phone was rated a "B". He also said the market value of a flawless iphone 5 was \$85, but he would offer me \$100.

### SECTION 4.

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

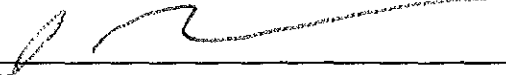
I was unable to retrieve the original quote they gave me, but am attaching an online quote that I did today for the same device.  
email which was sent saying my payment was on its way, without allowing me a chance to accept or reject the offer.  
email I sent rejecting the offer and email sent back saying I need to call  
previous email in which they replied to me indicating their email system works fine, they just do not want you to be able to reject their offer

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature \_\_\_\_\_ Justin Smith  
Print Name \_\_\_\_\_  
0/0/2015  
Date (mm/dd/yyyy) \_\_\_\_\_

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

I declined the \$100 offer and asked that my device be shipped back to me. If \$100 is above market value, why is this company originally quoting over \$200? It draws people in and then they are unable to actually reject the low ball offer the company provides. I was told my device would be shipped back to me. Immediately after this I received an email with the \$100 offer that actually has a link to click to accept the offer, unlike the previous email I received.

Justin Smith, M.S., LMFT Intern  
Nevada Behavioral Solutions  
Direct Supervisor  
Office: 702-802-4900 Fax: 702-434-7231

CONFIDENTIALITY NOTICE - THIS ELECTRONIC MAIL TRANSMISSION IS PRIVILEGED AND CONFIDENTIAL AND IS INTENDED ONLY FOR THE REVIEW OF THE PARTY TO WHOM IT IS ADDRESSED. IF YOU HAVE RECEIVED THIS TRANSMISSION IN ERROR, PLEASE IMMEDIATELY RETURN IT TO THE SENDER. UNINTENDED TRANSMISSION SHALL NOT CONSTITUTE WAIVER OF WORK PRODUCT OR ANY OTHER PRIVILEGE.

[Quoted text hidden]

Justin Smith <justinsmithmft@gmail.com>



## Order 520581, Your Device Has Been Inspected

2 messages

CashForLaptops Family of Websites <support@cashforiphones.com>  
To: justinsmithmft@gmail.com

Mon, Dec 22, 2014 at 5:30 PM

Hi Justin,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$34 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

### ***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

Justin Smith <justinsmithmft@gmail.com>  
To: CashForLaptops Family of Websites <support@cashforiphones.com>

Mon, Dec 22, 2014 at 5:49 PM

Please send my device back.. That is a rip off...the device is in perfect working condition and the online quote said over \$200

## 2 See Your Initial Quote

My iPhone:

Powers on and works fine

OR

Please check the condition or conditions that best describe your device if it doesn't power on.

- Does Not Power On
- Has a Damaged or Defective Screen
- Has a Bad Battery

Depending on its condition, we can pay you as much as

# \$217

See terms and conditions

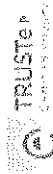
ADD ANOTHER DEVICE

and get more cash for your laptop, cell phone and tablet devices

CONTINUE

and proceed to the final step

## 3 Request Free Shipping and Packaging



eCycle Best Blog

Popular Searches

Westmoreland Cleanways: The Blossoming Of A Volunteer Effort

Sell your iPhone





The Green Electronics Trade-In Company Since 2002

support@ecyclebest.com

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iPhone Cell Phone Laptop iPad Tablet Samsung Smartphone About Us My Account

# Initial Quote for Apple iPhone 5 64GB ATT

## YOUR CASH BOX

Select Your Model and Get An Initial Quote

iPhone 5 64GB ATT

\$217

Remove



Find Your Device

## YOUR CASH BOX

iPhone 5 64GB ATT

\$217

Remove

\$217

ADD ANOTHER DEVICE

\$217

ADD ANOTHER DEVICE

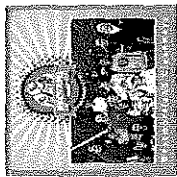
### What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

### What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

by Julian Garcia On Dec. 19, 2014

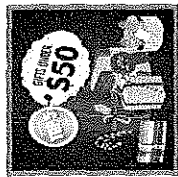


Providing us with history, insight, and a more personal connection to the nonprofit organization Westmoreland Cleanways is Executive Director Ellen Keefe.

[Read Full Article](#)

### eCycle Best's Top 5 Eco-Friendly Gifts You Can Buy for \$50 or Less

by Andrew Del Prado On Dec. 17, 2014

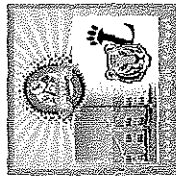


From recycled wine bottles to corkboard maps, check out these affordable green gift ideas that anyone will surely love.

[Read Full Article](#)

### Loveland High - Zeroing In On School Waste

by Julian Garcia On Dec. 12, 2014



eCycle Best has joined forces with yet another platoon of green movers and shakers to tip the Recycling Revolution in our favor.

[Read Full Article](#)

- ▶ [Sell your Tablet](#)
- ▶ [Sell your Cell Phone](#)
- ▶ [Sell your Laptop](#)
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Justin Smith <justinsmithmft@gmail.com>

## Justin - You are still in control!

1 message

CashForLaptops Family of Websites <support@cashforlaptops.com>

To: justinsmithmft@gmail.com

Wed, Dec 24, 2014 at 11:03 AM

Dear Justin,

You asked us to return your iPhone 5 64GB ATT and we are processing it for return, just like you instructed.

You can still remain in control and instantly make a decision that will put money in your pocket!

Your device will never be worth more than it is right now. If you wish to accept our guaranteed offer of **\$100.00**. Then click the link below:

[Click here to accept our offer](#)

This link will remain active for a limited time. We do not want to delay the return of your device, but understand that after you have some time to think about our fair offer for your unwanted device, you may wish to take advantage of getting cash now instead of waiting longer, while your device continues to lose value.

Clicking the link before it expires will instantly change its status and immediately process your payment via check or paypal!

[Click the link below to process payment today!](#)

[Click here to accept our offer](#)

You might be asking, "Will there be any further negotiations on my device?"

Absolutely not! You have received our highest and best offer.

You guaranteed offer is: **\$100.00**

It can expire anytime, so please act quickly. Once your device is packaged for return, we cannot change the process. Please click this link immediately if you wish to accept our offer and get paid.

[Click here to accept our offer](#)

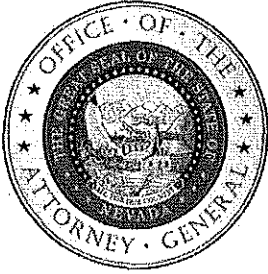
Many people, like you understand that when they calculate the value of their time and the hassle in trying to sell unwanted devices on their own. The hassle factor is simply not worth it in the end.

We respect your decision, either way. You are still in charge. To accept our offer, simply click the link below and we will immediately process your payment.

[Click here to accept our offer](#)

Thank you,

Team EcycleBest / CashFor Family of websites.



**STATE OF NEVADA**  
**OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108	555 E. Washington Ave., #3900 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3768
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[www.ag.nv.gov](http://www.ag.nv.gov)

12/24/14  
16  
232

*For official use only*

Received by: \_\_\_\_\_  
Date Received: \_\_\_\_\_  
Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OMI  MPFU  
 MFCU  PU  WCFU  
(Stamp here)

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

**SECTION 1.**

**COMPLAINANT INFORMATION**

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Thompson Paul L  
Last First MI

Your Address: 405 Clovis Road Unit 83 Shallowater, TX 79363  
Address City State Zip

Your Phone Number: 806-470-8424 806-832-5190  
Home Cell Work Fax

Email: paul@motorcyclegear.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

**BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST**

Business/Provider Name: CashForLaptops.com

Individual/Contact: Through their website, I don't have an individual

Last First Job Title (Example: CEO)  
Individual/Business Address: 84 Coney Island Drive Sparks, NV 89432  
Address City State Zip

Individual/Business Phone: 888-821-1143  
Work Mobile Fax

Individual/Business Email: support@cashforlaptops.com

Individual/Business Web Site: CashForLaptops.com

**SECTION 2.**

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.**

My complaint is:

The company advertises to pay cash for various electronics and offers quotes for your device. If you agree, they send you a pre-paid mailing label with the promise to pay upon receipt. Their site quoted me \$156 for an iPad II 16mb, wifi in good condition. And using their quote system even if the iPad had a broken screen, dead battery, etc they still offer \$98.

Please see attached continued description of the complaint.

### SECTION 4.

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

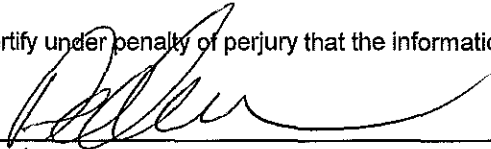
Description of Complaint

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

PAUL T THOMPSON  
Print Name

11-26-1960  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other a Customer referred me.

CashForLaptops.com  
Description of Complaint

The company advertises to pay cash for various electronics and offers quotes for your device. If you agree, they send you a pre-paid mailing label with the promise to pay upon receipt. Their site quoted me \$156 for an iPad II 16mb, wifi in good condition. And using their quote system even if the iPad had a broken screen, dead battery, etc they still offer \$98.

Upon receipt of my iPad, I got the following email:

Hi Paul,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$12 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson

Customer Satisfaction Champion

As you might imagine, I was upset with the \$12 offer, so I wrote back immediately and asked them to return the iPad. The immediate response was this:

We currently do not respond to emails. We would like to direct you to our customer service department to help with any questions you may have regarding your account or how the process works. Please call 888-821-1143 between 7am-4pm PST M-Fri.

So I tried calling on the 16th, 17th and 18th and the scenario goes exactly like this each time: 1) Auto attendant, followed by about 3 min of holding. 2) A friendly person answers and asked the issue, and I tell them I'd like my iPad returned, 3) They review my account quickly and transfer me to "purchasing", 4) The hold time is about 3 more minutes following by a hangup.

So, this company has put together a protocol to offer money for various electronics, receive the good, then offer to pay a fraction of the quoted price. Their terms of sale require that PHONE to request a return of your item within three days, but then their phone system is set up NOT to take the calls.



After realizing I'd been scammed, I Googled them and found several complaints that follow this same basic story. Here are a few from one source: <http://www.yelp.com/biz/cash-for-laptops-reno>



OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.
Carson City, NV 89701
Phone: 775-684-1100
Fax: 775-684-1108

555 E. Washington Ave., #3900
Las Vegas, NV 89101
Phone: 702-486-3420
Fax: 702-486-3768

www.ag.nv.gov

Received by:
Date Received:
Complaint Type:
Referred to: BCP, GI, IFU, OML, MFU, MFCU, PIU, WCFU

COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above...

INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

SECTION 1.

COMPLAINANT INFORMATION

Salutation: Mr. Mrs. Ms. Miss

Your Name: Norris James B
Last First MI

Your Address: 4433 Merlin Way Soquel, CA 95073
Address City State Zip

Your Phone Number: 831-475-2256 650-996-2875 650-879-9272
Home Cell Work Fax

Email: Call me between 8am-5pm at Home Cell Work

Age: Under 18 18-29 30-39 40-49 50-59 60 or older

BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: cashforiphones / cashforlaptops

Individual/Contact: Brian and Lyset (sp)?
Last First Job Title (Example: CEO)

Individual/Business Address: 4900 Ampere Dr Ste 102 Reno, NV 89502
Address City State Zip

Individual/Business Phone: 888-821-1143
Work Mobile Fax

Individual/Business Email: support@cashforiphones.com

Individual/Business Web Site: http://www.cashforiphones.com/?source=adwords&campaign=Brand\_-\_Cash\_For\_iPhones

SECTION 2.

Did you make any payments to this individual or business? Yes-Continue to Next Question No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.  
I have called the company several times, been placed on hold and then the call always drops.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I want my iPhone back because the offer of \$17 for my iPhone is far less than the original offer given to me to send my iPhone to Cash For iPhones.

I have asked for my iPhone back repeatedly. Yet, today I received a PayPal payment for \$17. I refused the payment and refunded it.

I spoke with a nice girl there Lyset (spelling?). I had requested Lyset to contact me back if the call was dropped when transferring me to a supervisor, as in every other instance when I have called there and been transferred / placed on hold, the call dropped. Lyset assured me she would call me back if the call was dropped. However, after being transferred and waiting a considerable amount of time, the call disconnected, as in every other instance. I received no call back. This call was similar to several other calls I have made there. Today I was on the phone from 11:15 to 11:38. I have probably wasted maybe 4 - 6 hours so far trying to get my iPhone back. I trust you can understand that I am somewhat frustrated at this point. I think anyone would be. I hope you can appreciate that while this is rather inconvenient for me to spend this much time on such a paltry sum of money, that I will not let this rest because of the principle of the matter.

I have been defrauded and I will not rest until made right.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

I had entered info into a website cashforiphones.com and been promised I think \$54 for my iPhone.

I get an email:

Dear James,

Hi, it's Brian, purchasing manager at EcycleBest / CashForLaptops family of websites. You've made a really smart move by deciding to turn your iPhone 4S 16GB Verizon into cash. Here are a few tips on how this works:

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Jim Norris  
Signature

Jim Norris  
Print Name

12/19/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

- I am (mark all that apply):**
- Income below federal poverty guideline
  - Disaster victim
  - Person with disability
  - Medicaid recipient
  - Military service member
  - Veteran
  - Immediate family of service member/veteran

- Ethnic Identification:**
- White/Caucasian
  - Black/African American
  - Hispanic/Latino
  - Native American/Alaskan Native
  - Asian/Pacific Islander
  - Other: \_\_\_\_\_

- Primary Language:**
- English
  - Spanish
  - Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**  
 Yes  No

- How did you hear about our complaint form (please choose only one):**
- Called/visited Las Vegas AG Office
  - Called/visited Carson City AG Office
  - Called/visited Reno AG Office
  - Attended AG Presentation/Event
  - Another Nevada State Agency/Elected Official
  - Search Engine
  - AG Website
  - AG Social Media Sites
  - Media: Newspaper/Radio/TV
  - Other



OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

Received by: \_\_\_\_\_  
Date Received: \_\_\_\_\_  
Complaint Type: \_\_\_\_\_  
Referred to:  BCP  GI  
 IFU  OML  MFU  
 MPCU  PILI  WCFU  
(Check one)

12-23-14  
9:51  
L.G.  
2:59

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

**SECTION 1.**

**COMPLAINANT INFORMATION**

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Ivol Gemma

Your Address: Last First MI  
136 Kirschling Dr Woolwich NJ 08085

Address City State Zip

Your Phone Number: 8562419376 609 792-8611

Home Cell Work Fax

Email: gemivol@comcast.net Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

**BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST**

Business/Provider Name: CashForLaptops

Individual/Contact: \_\_\_\_\_

Individual/Business Address: Last First Job Title (Example: CEO)  
84 Coney Island Dr Sparks, NV 89432

Address City State Zip

Individual/Business Phone: \_\_\_\_\_

Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: www.cashforlaptops.com

**SECTION 2.**

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*Michele Kreisler*  
Signature

Gemma A. Tvo  
Print Name

12/23/14  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is: *See enclosure*

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

## Section 3 - Complaint

I received an online quote from them to sell my iPhone 4s for \$143. The phone was in almost perfect condition. On December 2, 2014, once they received the device, they offered me \$14. I immediately told them I was not willing to accept \$14 and to return my device. They send me an email and told me to call their toll free number. It is impossible to talk to someone. More than half the time, the call fails and will not go through. In the event, you get to speak with someone, they transfer the call to the purchasing department and after 10 minutes of holding, their phone system disconnects the call and tells you to call back. I have called numerous times at all different times of the day. Every time I call, I get the same message; there is an unusually high call volume at this time. Now, they will not even respond by email.

This has been going on for almost 3 weeks. I have enclosed my email correspondence. From my current phone, I can detail the calls I have made in the last week and the results.

12/15 @ 10:34am EST 18 minute call; disconnected by them while holding  
12/17 @ 3:26pm EST 23 sec call - Call Failed to go through  
12/18 @ 9:12am EST 5 minute call - disconnected by them while holding  
12/19 @ 9:51am EST 12 minute call - disconnected by them while holding  
12/19 @ 4:36pm EST 16 minute call - disconnected by them while holding  
12/19 @ 4:54pm EST - Call Failure  
12/19 @ 4:55pm EST -19 minute call - disconnected by them while holding  
12/23 @ 11:31am EST - Call Failure  
12/23 @ 11:37am EST - Call Failure

This is an example of just 1 week; I have had the same results for the 2 prior weeks.



From: Gemma Ivot gemivol@comcast.net  
Subject: Re: Order 509691, Your Device Has Been Inspected  
Date: December 3, 2014 at 11:35 AM  
To: CashForLaptops Family of Websites support@cashforphones.com

I sent a reply to this email last night and you have not responded. I want my device sent back immediately. If you send me a check, I will not cash it.

Please let me know when my device will be put in the mail.

On Dec 2, 2014, at 7:31 PM, CashForLaptops Family of Websites <support@cashforphones.com> wrote:

Hi Gemma,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$14 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

From: Gemma Ivol gemivol@comcast.net  
Subject: Re: Order 509691, Your Device Has Been Inspected  
Date: December 8, 2014 at 10:07 AM  
To: CashForLaptops Family of Websites support@cashforiphones.com

I have tried to call several times and your phone system hangs up on me. I DO NOT ACCEPT YOUR OFFER - RETURN THE DEVICE.  
Call me ASAP!!

On Dec 7, 2014, at 1:21 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Dear Gemma,

I returned your call in response to your email, but was unable to reach you.

We want to help. Please contact our customer service department at 888-821-1143 at your earliest convenience.

Respectfully,

Yesenia

[www.CashforLaptops.com](http://www.CashforLaptops.com)  
[www.CashforPhones.com](http://www.CashforPhones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!

From: Gemma Ivo! gemivof@comcast.net  
Subject: Re: Order 509691, Your Device Has Been Inspected  
Date: December 9, 2014 at 8:22 PM  
To: CashForLaptops Family of Websites support@cashforiphones.com

SEND BACK MY DEVICE!! I have tried calling and I am transferred and then hung up on and told to call back. I have tried 3 times. This is your way of not speaking with someone. I will not accept anything less than \$65 for my device. If you will not send this amount, THEN RETURN MY DEVICE IMMEDIATELY.

On Dec 7, 2014, at 1:21 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Dear Gemma,

I returned your call in response to your email, but was unable to reach you.

We want to help. Please contact our customer service department at 888-821-1143 at your earliest convenience.

Respectfully,

Yessenia

[www.CashforLaptops.com](http://www.CashforLaptops.com)  
[www.CashforIphones.com](http://www.CashforIphones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!

From: Gemma Ivot gemivol@comcast.net  
Subject: Re: Order 509691, Your Device Has Been Inspected  
Date: December 12, 2014 at 6:31 PM  
To: CashForLaptops Family of Websites support@cashforiphones.com

I have tried calling this number. Your system always disconnects the call because the wait is too long. Yesterday, I called several times and the call won't even go through at all!

On Dec 12, 2014, at 6:25 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Dear Gemma,

I'm sorry that you're not happy with the offer you received for your device. We want to make sure you become a satisfied customer and so I would like to direct you to our Seller Services department so they can better assist you with this situation. Please contact 888-821-1143. An agent will be available to assist you from 7am-4pm PST Monday through Friday Saturday 7am-3:30PM PST.

Respectfully,

Kevin

From: Gemma Ivot gemivole@comcast.net  
Subject: Re: Order 509691, Your Device Has Been Inspected  
Date: December 15, 2014 at 10:58 AM  
To: CashForLaptops Family of Websites support@cashforiphones.com

I am tired of getting the run around. I called today between 6-7am pst and the same thing happened. I was put on hold and disconnected because the call volume was too heavy. You get that message no matter what time you call. It is your way of not dealing with people. You think we will give up.

RETURN MY DEVICE IMMEDIATELY!!!

On Dec 13, 2014, at 12:11 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Dear Gemma,

Thank you for your email. I am sorry that your calling at high call volumes. Please try calling between 6-7am PST.

Respectfully,

Ann

[www.CashforLaptops.com](http://www.CashforLaptops.com)

[www.CashforiPhones.com](http://www.CashforiPhones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!

From: Gemma Ivol gemivol@comcast.net  
Subject: Re: Order 500691, Your Device Has Been Inspected  
Date: December 15, 2014 at 10:56 AM  
To: CashForLaptops Family of Websites support@cashforiphones.com

I am tired of getting the run around. I called today between 6-7am pst and the same thing happened. I was put on hold and disconnected because the call volume was too heavy. You get that message no matter what time you call. It is your way of not dealing with people. You think we will give up.

RETURN MY DEVICE IMMEDIATELY!!!

On Dec 13, 2014, at 12:11 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Dear Gemma,

Thank you for your email. I am sorry that your calling at high call volumes. Please try calling between 6-7am PST.

Respectfully,

Ann

[www.CashforLaptops.com](http://www.CashforLaptops.com)  
[www.CashforPhones.com](http://www.CashforPhones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!

From: Gemma Ivot gemivot@comcast.net  
Subject: Re: Order 509691, Your Device Has Been Inspected  
Date: December 19, 2014 at 5:17 PM  
To: CashForLaptops Family of Websites support@cashforiphones.com

I have called at all times of the day. I called 4 times today. Every time I call you always say it is high volume. I was put in the supervisor's queue twice and still hung up on. Why does you phone system disconnect the call. It should be MY CHOICE if I want to wait longer than 10 minutes.

I don't know why I need to speak with anyone. I have sent several emails. I want \$65 for my device which is what Gazelle is willing to pay or I want my device returned! Plain and simple!!

Thank you.

On Dec 13, 2014, at 12:11 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Dear Gemma,

Thank you for your email. I am sorry that your calling at high call volumes. Please try calling between 6-7am PST.

Respectfully,

Ann

[www.CashforLaptops.com](http://www.CashforLaptops.com)  
[www.CashforIphones.com](http://www.CashforIphones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!

From: Gemma Ivot gemivol@comcast.net  
Subject: Re: Order 509691, Your Device Has Been Inspected  
Date: December 19, 2014 at 5:41 PM  
To: CashForLaptops Family of Websites support@cashforiphones.com

From you --We currently do not respond to emails. We would like to direct you to our customer service department to help with any questions you may have regarding your account or how the process works. Please call 888-821-1143 between 7am-4pm PST M-Fri.

Can't you read?? I have already told you -- I have called NUMEROUS TIMES at all different times during the day -- YOU NEVER ANSWER THE PHONE-->>

On Dec 13, 2014, at 12:11 PM, CashForLaptops Family of Websites <[support@cashforiphones.com](mailto:support@cashforiphones.com)> wrote:

Dear Gemma,

Thank you for your email. I am sorry that your calling at high call volumes. Please try calling between 6-7am PST.

Respectfully,

Ann

[www.CashforLaptops.com](http://www.CashforLaptops.com)

[www.CashforiPhones.com](http://www.CashforiPhones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!



From: Gemma Ivot gemivo1@comcast.net  
Subject: Re: Order 509691, Your Device Has Been Inspected  
Date: December 15, 2014 at 10:56 AM  
To: CashForLaptops Family of Websites support@cashforphones.com

I am tired of getting the run around. I called today between 6-7am pst and the same thing happened. I was put on hold and disconnected because the call volume was too heavy. You got that message no matter what time you call. It is your way of not dealing with people. You think we will give up.

RETURN MY DEVICE IMMEDIATELY!!!

On Dec 13, 2014, at 12:11 PM, CashForLaptops Family of Websites <support@cashforphones.com> wrote:

Dear Gemma,

Thank you for your email. I am sorry that your calling at high call volumes. Please try calling between 6-7am PST.

Respectfully,

Ann

[www.CashforLaptops.com](http://www.CashforLaptops.com)  
[www.CashforPhones.com](http://www.CashforPhones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!



STATE OF NEVADA  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER PROTECTION  
 100 North Carson Street, Carson City, Nevada 89701-4717  
 Telephone (775)684-1169

# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

YOUR NAME		
Your First Name:	<u>ROBERT</u>	
Your Last Name:	<u>CONE'</u>	
Your Address:	<u>1220 W. Division St. Apt 101</u>	
<u>Kewanee</u> (City)	<u>IL</u> (State)	<u>61443</u> (Zip)
Your Phone Number (#):	_____	
Your Mobile #:	<u>(309) 361-1114</u>	
Your Fax #:	_____	
Your Email:	_____	
Are you older than 60 or Disabled:	<u>Disabled</u>	

YOUR COMPLAINT IS AGAINST		
Individual/Business:	<u>ecycle Best.com</u>	
If Business, Contact Person:	<u>MELANIE</u>	
Individual/Business Address:	<u>84 Coney Island Drive</u>	
<u>SPARKS</u> (City)	<u>NV</u> (State)	<u>89432</u> (Zip)
Individual/Business Phone #:	<u>1-888-634-4409</u>	
Individual/Business Mobile #:	_____	
Individual/Business Mobile #:	_____	
Individual/Business Mobile #:	_____	
Individual/Business Mobile #:	_____	

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My <sup>Concern</sup> Complaint Is: I received a quote of \$100 for a Dell Venue 7 tablet and only received a check for \$15. My concern is that their website like their phone number answering service is not accurate and would like \$85 in remuneration.

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**SECTION 3.**

**Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Robert Cone  
(Signature)

ROBERT J. CONE  
(Print Name)

12-19-14  
Date:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
Date:

C43 CFR99

O-174  
450

14-14597

300

Robert J. Cmei CP  
1220 W. Division St. Apt 101  
Kewanee, IL 61443  
November 23, 2014

RECEIVED

NOV 28 2014

CPA/CIC

Office of Attorney General  
1275 W. Washington St.  
Phoenix, AZ 85007

RECEIVED

DEC 01 2014

CPA/CIC

Dear Sir or Ma'am

PV

I am writing you with a concern I have for ecycle Best, 84 Cree Island Dr, Sparks, NV 81432.

Recently I sent ecycle Best my Dell Venue 7 tablet in mint condition which I sold to them for a quoted price of \$100.

On November 19<sup>th</sup>, I received a check for only \$15. My repeated attempts to contact ecycle Best by phone (1-888-634-4409 / 1-888-821-1113) by mail and by email have been stymied. No one picks up the phone after 30 minutes of being placed on hold, my email said that the address was no longer valid, & the letter I wrote dated the 17<sup>th</sup> of November has met with no response.

I was hoping you might be able to check into this matter for me so that I might recoup my \$85 loss.

If you have questions, I can be reached at the address above or by phone at (309) 361-1114.

Thank you, and I look forward to hearing from you.

Sincerely  
Robt. Cmei



TOM HORNE  
ATTORNEY GENERAL

OFFICE OF THE ARIZONA ATTORNEY GENERAL  
PUBLIC ADVOCACY AND CIVIL RIGHTS DIVISION  
December 11, 2014

CONSUMER INFORMATION &  
COMPLAINTS  
(602) 542-5763  
(IN-STATE ONLY) (800) 352-8431

ROBERT CREE  
1220 W. DIVISION ST., APT. 101  
KEWANEE, IL 61443

**RE: CIC 14-14597**

Dear Robert:

Thank you for the complaint you recently forwarded to the Consumer Protection and Advocacy Section of our office. It appears to fall within the jurisdiction and authority of the agency listed below.

We are forwarding a copy of your complaint to this agency for appropriate action. Please contact that agency if you have any questions regarding your complaint.

We wish to thank you for bringing possible violations of the Consumer Fraud Act to our attention.

Sincerely,

Consumer Information &  
Complaints

CPA:O

OFFICE OF THE ATTORNEY GENERAL  
BUREAU OF CONSUMER PROTECTION  
555 E. WASHINGTON AVE., #3900  
LAS VEGAS, NV 89701

12-18-14  
LB 1/2P

## RooSites Web Development

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Phone: 617.940.5144  
Fax: 866.527.5345

# Fax

**To: Att. General - Nevada**

**From: Barry Roos**

**Fax: 702-486-3768**

**Pages: 4**

**Re: Complaint Form**

**Date: December 18, 2014**

Hello, please find my complaint form against a Nevada company scamming consumers.

If you need anything from me, please feel free to call.

Thanks for your help  
Barry Roos

Ten Spruce Way, Sharon, MA USA 02087



STATE OF NEVADA
OFFICE OF THE ATTORNEY GENERAL
100 N. Carson St. Carson City, NV 89701
Phone: 775-684-1100 Fax: 775-684-1108
555 E. Washington Ave., #3900 Las Vegas, NV 89101
Phone: 702-486-3420 Fax: 702-486-3768
www.ag.nv.gov

For official use only:
Received by:
Date Received:
Complaint Type:
Referred to: BCP, GI, IFU, OML, MFU, MFCLU, PIU, WCFU

COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

SECTION 1.

COMPLAINANT INFORMATION

Salutation: Mr. Mrs. Ms. Miss

Your Name: Roos Barry D
Last First MI

Your Address: 10 Spruce Way Sharon MA 02067
Address City State Zip

Your Phone Number: 7817840064 6178405144
Home Cell Work Fax

Email: ableroo@comcast.net Call me between 8am-5pm at: Home Cell Work

Age: Under 18 18-29 30-39 40-49 50-59 60 or older

BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: CashForiphones.com

Individual/Contact:
Last First Job Title (Example: CEO)

Individual/Business Address: 994 Glendale Ave Sparks, Nevada
Address City State Zip

Individual/Business Phone:
Work Mobile Fax

Individual/Business Email:

Individual/Business Web Site: http://www.cashforiphones.com/

SECTION 2.

Did you make any payments to this individual or business? Yes-Continue to Next Question No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

This company gives bogus estimates. Then when you send them the phone, they pay pennies on the dollar. They have a help line, but you are placed on hold forever. Then someone picks up and says they will transfer you to another department. You are then place on hold and hung up on after a certain time.

My iPhone in question was in mint condition, having been in a case with screen protection and never was out of the case. Their website quoted \$167 and they sent paypal payment of \$25 which I rejected.

Though I have never filed a consumer complaint, I felt strongly as I have read a lot of complaints. This seems to be this modis operandi.

Thanks  
Barry Roos

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

[http://www.ripoffreport.com/reports/specific\\_search/cash%20for%20iphones](http://www.ripoffreport.com/reports/specific_search/cash%20for%20iphones)  
<http://www.complaintsboard.com/complaints/cash-for-laptops-scam-alert-c736365.html>  
<http://scamsreports.blogspot.com/2013/10/cash-for-iphones-is-scam-read-these-complaints.html#axzz3MHmIB2Qt>



**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Barry Roos

Signature

Print Name

12/18/2014

Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

**The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.**

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

**Ethnic Identification:**

**Primary Language:**

Income below federal poverty guideline

White/Caucasian

English

Disaster victim

Black/African American

Spanish

Person with disability

Hispanic/Latino

Other: \_\_\_\_\_

Medicaid recipient

Native American/Alaskan Native

Military service member

Asian/Pacific Islander

Veteran

Other: \_\_\_\_\_

Immediate family of service member/veteran

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office

Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website

AG Social Media Sites  Media: Newspaper/Radio/TV  Other \_\_\_\_\_

## RooSites Web Development

---

Phone: 617.840.5144  
Fax: 866.527.5345

# Fax

---

**To: Att. General - Nevada**

**From: Barry Roos**

---

**Fax: 702-486-3768**

**Pages: 2**

---

**Re: Signature page, complaint**

**Date: December 18, 2014**

---

Sorry, forgot the sig page.

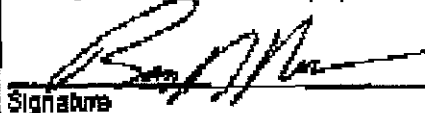
Ten Spruce Way, Sharon, MA USA 02087

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is not my private attorney, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does not represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.



Barry Roos

Signature

Print Name

12/18/2014

Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

Gender:  Male  Female

Have you previously filed a complaint with our office?  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

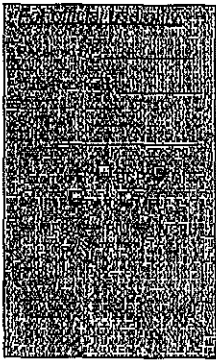
- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100                  Phone: 702-486-3420  
 Fax: 775-684-1108                      Fax: 702-486-3768

www.ag.nv.gov



12/23/14  
7:47  
12/22/14  
8:46/40  
LC

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Mclaughlin Scott  
 Last First MI

Your Address: 1516 Morgan Avenue, Parsons, KS 67357  
 Address City State Zip

Your Phone Number: 917-748-3016  
 Home Cell Work Fax

Email: scaugmcl@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: LDR LLC dba Cash for Laptops

Individual/Contact: \_\_\_\_\_  
 Last First Job Title (Example: CEO)

Individual/Business Address: 1410 Greg Street, Suite 405, Sparks, NV 4900 Ampere Dr, Suite 102R  
 Address City State Zip

Individual/Business Phone: \_\_\_\_\_  
 Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: www.cashforlaptops.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance?  Yes  No If so, which agency? BBB

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

They offered me "up to \$215" for my used iPhone, which was in excellent condition, original box and all hardware. They provided me with a free shipping label, and said once they received and evaluated it, they would email me with their final offer. I would have three days to accept or decline their offer; if I declined, they would ship it back to me at no cost.

I sent them my iPhone and received their offer via email for a whopping \$17. It was worth at least \$160. So I responded to the email and said no thanks, please send the iPhone back. I received another email saying "we currently do not respond to emails", please call their customer service department during business hours. I called them about a ~~dozen~~ dozen times, always during their business hours, and after 7 minutes of being on hold, they hang up on you.

Their failure to provide me with a reasonable method of contacting them to request return of my device is unscrupulous; and their failure to "respond to my email" is fraud. Shame on Nevada for allowing this sort of business to operate within its borders.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.


*Please see attached*

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Signature 

Print Name Scott A. McLaughlin

Date (mm/dd/yyyy) 12/21/2014

**SECTION 6. (Optional)**

~~Section 6. (Optional) - Intended to be completed by the complainant. This section is optional and does not apply to all complaints.~~

Gender:  Male  Female

Have you previously filed a complaint with our office?  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Fast Response - guaranteed

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HOME > GET A QUOTE

# Initial Quote for Apple iPhone 5 32GB Verizon

The Original CashForLaptops business since 2002

Select Your Model and Get An Initial Quote

## Search & Find Your Device

## See Your Initial Quote

My iPhone:

Powers on and works fine

Does Not Power On

Has a Damaged or Defective Screen

Has a Bad Battery



Depending on its condition, we can pay you as much as

# \$213

See terms and conditions

Working or Not



Laptop, Smartphone, Tablet

Press Continue to Proceed to final step



## Request FREE, prepaid, protective packaging

## My Cashbox

Sell now

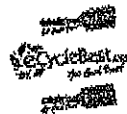
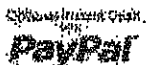
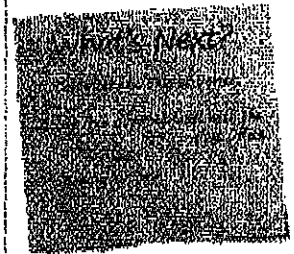
### Your Quote:

iPhone 5 32GB Verizon  
\$213 Remove

### Total Quote:

# \$213

Add Another Device



See next page for terms

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Excellent Service - guaranteed.  
Best Prices - guaranteed.

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[HOME > TERMS AND CONDITIONS](#)

## Terms and Conditions

We offer services (the "Services") through which you can sell certain consumer electronic products (the "Products") after receiving an "Initial quote" from us by identifying your Product and its condition and completing checkout on our website. You must agree to abide by the following terms in order to use the Services and/or our Website.

BY SETTING UP AN ACCOUNT, OR BY USING OUR WEBSITES, YOU SIGNIFY THAT YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS, WHICH MAY BE AMENDED AT ANY TIME BY POSTING THE AMENDED TERMS ON THE WEBSITES. ANY AMENDED TERMS WILL BE AUTOMATICALLY EFFECTIVE IMMEDIATELY AFTER THEY ARE POSTED. We reserve the right to terminate or suspend your use of the Websites and/or the Services if you do not comply with this Agreement or any other policy or procedure, or for any other reason we determine, in our sole discretion.

### Basic Information

These terms govern any initial quote that you receive to sell your Product to or through us. These terms, the terms that govern your use of the websites ("Websites"), the Services and any and all applications included therein, which terms are located on our Website, the terms of our privacy disclosures located on the Website and any supplemental terms or policies that accompany a specific transaction, feature or application collectively make up an agreement between you and us (the "Agreement"). You acknowledge that this Agreement is in electronic form and has the same force and effect as an agreement in writing. In this Agreement, the term "you" or "your" refers to an individual or entity exercising rights under this Agreement, and the term "we" or "us" refers to our company and its affiliates and subsidiaries.

1. **Requirements.** In order to complete the sale of your Product to or through us or to complete any other transaction with us, you must: (i) create an account with us; (ii) provide true, up-to-date, and accurate account information about yourself and any Product you submit to us; (iii) comply with all terms and conditions of this Agreement; (iv) comply with all applicable laws and regulations, including all import and export laws as described in Section 15 below; (v) transact on behalf of yourself and not on behalf of others; and (vi) have the legal capacity to enter into agreements and to convey title and interest in any Product that you submit to us. In order to receive payments for any Products we purchase from you, you must provide us with information including a valid email address at which you are able to receive email, a valid postal address at which you are able to receive mail, and your first and last name. We shall not be responsible for communication errors should your contact information be inaccurate or incomplete. You are responsible for ensuring that you can receive emails from us and we are not responsible for any emails that were not received by you because they were blocked or filtered as spam. You understand and agree that if you fail to provide us with accurate and up-to-date information about yourself: (a) we will not be responsible for any misapplied payments or payments sent to a wrong address, and (b) any unclaimed funds may be subject to collection by governmental authorities under applicable unclaimed funds and escheat laws. You agree that we have no obligation to you if any of your unclaimed funds are turned over to governmental authorities.

2. **Product Eligibility.** We determine, in our sole discretion, which Products are eligible for purchase by or through the Services and for which eligible Products we will provide an initial or subsequent quote. We may terminate the eligibility of certain Products at any time and without advanced notice.

3. **A. Initial Quotes Presented on Website.** All such initial quotes are qualified and pending our evaluation of your laptop, smartphone, tablet PC, or any other electronic device (hereinafter referred to as "device"). No binding quote is made until we have had a chance to inspect the device that you send to us. We reserve the right to refuse to purchase any item that you send us for any reason we deem, in our sole discretion, to be sensible. You must send us your device within the time period stated herein. All amounts are paid by PayPal transfer or by company check and mailed to the address you provide to us during the initial quote process, per your designation. This usually takes five (5) business days from the date on which your device arrives and is inspected at our facility unless we need to speak to you directly about the quote we wish to make. We require prompt receipt of your device and we expedite this process of our inspection and processing of payment pursuant thereto as necessary to conform with objective conditions of fluctuating market prices, continuous changes in supply, and demand governing our ability to pay up to a certain amount. The timeframes set forth below are deemed necessary by these dictates of our business and you are acknowledging your understanding thereof and agreement thereto each by requesting the prepaid shipping materials and sending us your device as the result of accepting these terms on the checkout page.

B. You agree to ship your device within seven (7) days of receiving the protective packaging. Delay in shipping may negatively affect the determination of value of the device. We determine the value of your device based on our systematic analysis of such devices and the current marketplace. Many factors are taken into consideration, such as the age of the device, the manufacturer and model of the device, the wear and tear apparent on the device, whether the device is usable and or intact in nature, and other elements that would affect its resale value or costs of repair to the device. If we decide to purchase your device whether at the initial quote or a lower quote, we immediately send out an email with the amount of payment based on the assessment. Your rights as to such payment are governed in paragraphs E and F, below. If we decide not to purchase the device, you will be given the option of allowing us to recycle the device in which case you will not receive any payment for the device. You must appropriately package the device you send us in order to protect it from harm during the shipping process. If you fail to appropriately package the device prior to sending it you are solely responsible for any harm that comes to the device.

C. (a) **Sending Your Item to Us.** You are solely responsible for the risk of loss or damage of/to your property while it is being shipped to us and while it is shipped from us to you, should we return the item to you. We are responsible for risk-of-loss when we open the packaging containing your Product and ceases in the event we return your Product to you for any reason. For the avoidance of doubt, in such event, risk-of-loss will be transferred to you once we deliver the package to the carrier for return to you and you will bear the risk-of-loss while the Product is in transit.

D. (b) **Data Removal.** We will endeavor to remove any data upon your hard drive or other media storage of your device and may reformat the drive in order to do so. However, we cannot guarantee that all personally identifiable data or other sensitive or security-related information will be removed from your drive or other memory devices by us. Accordingly, you should remove any such information from your device before you send it to us. You agree to hold us harmless and indemnify us from any loss or injury resulting from your failure and our failure to remove such information prior to reselling or recycling the device that you send. We are not responsible for any loss suffered by you due to any data that is not erased from the device and becomes available to any third party subsequent to our final disposition of your device. Remember to make all necessary backups or transfers of data from your device before you send it if you wish to keep or reuse any data that is stored on your device.



E. Should you be given an initial quote via our Website AND we, upon inspection of your device, agree to pay you that amount, you are legally and contractually bound to sell us such device for the price initially quoted via the Website once you have shipped the device to us.

F. Should we, upon inspection of your device, decide to quote you a lower price than originally initially quoted, we will email you notice of such amount and you will have three (3) days to either accept or reject that new lower price. The three days begins upon inspection of your device and our emailing you notice of intended payment either pursuant to the original initial quote or such value as we determine in our sole discretion. If you reject any subsequent quote prior to the elapsing of this three-day period, we will return your device to you within five days thereafter. **If you fail to either accept or reject the new quote within the three days or if we are unable to contact you and you fail to contact us by phone within these three days, you will be deemed to have accepted the new quote/payment and we will have purchased your device for that price** and paid for pursuant to the terms of this agreement. **It is your responsibility to be available to receive a call or an email for the purposes of our contacting you to notify you of such new quote.** In all cases where you request the return of your device by phone and within the three (3) days set forth above, such device will be returned free of charge.

G. Electronic Notices and Transactions. You agree to transact with us electronically. Without limitation, agreeing to terms and conditions or offering to sell your Product by electronic means. You authorize us to provide you with terms and important notices about our company and your transactions via an email address you provide to us, or by posting notices on an applicable page (or My Account area) on our Website. It is your duty to keep your email address accurate and up-to-date, to maintain a valid email address, and to ensure that emails we send you are not filtered or stopped by spam filters or other types of email blocking functionalities. If you no longer desire to transact electronically with us, you may no longer use the Websites.

H. Product Inspection; Quote Recalculation. Your Product must be received by us within ten (10) days after you accept the original quote provided by us and complete the checkout process on the Website (the "Delivery Period") or the quote shall automatically expire. Packing and shipping recommendations provided to you by us should be followed in order to avoid possible damage to or loss of the Product in transit. We will inspect all Products that are received. We have the option to accept or reject the Product, including, without limitation, to reject any Product not conforming to the description you provided to us, any Product modified in such a way that it no longer conforms to the original factory specifications, any Product no longer complying with applicable laws or regulations (e.g., FCC rules, etc.) and/or any Product damaged or lost in transit. If we reject the Product for any of these reasons, the initial quote automatically expires and is rescinded. We reserve the right to revoke the initial quote and provide a revised quote for the Product or return your device if: (a) the Product and/or materials are not as described, (b) the Product is received by us after the Delivery Period, (c) we receive Product(s) that are different from those identified when your quote was calculated, (d) market conditions have changed, or (e) for any reason we determine is necessary.

I. Recalculated Product Quotes after Inspection. In the event we recalculate the initial quote provided for the Product after it has been received and inspected, as described above, you shall have the option of accepting or rejecting the new such quote. If you accept the new quote, you will be paid in normal course and in accordance with these service terms. If you reject the new quote, we will return the Product to you at the address from which it was originally sent. We will give you a period of three (3) days after we have presented you with a recalculated quote via email at the address you provided to accept or reject the new quote (the "New Quote Period"). However, if the new quote is neither affirmatively accepted nor rejected by you during the New Quote Period, the new quote will be deemed to have been accepted by you and you will be paid the new quote price in the normal course and in accordance with these service terms. For the avoidance of doubt, your acceptance of the initial quote and/or any new quote pursuant to these terms and conditions is final and you may not change your mind later about accepting such quote price.

J. Updating your information and email communication preferences. We want to communicate with you only if you want to hear from us. If you prefer not to receive information from us, please let us know by calling us FREE at 1-888-821-1143 or by sending us an email. Please note that sometimes these requests may take up to 1-2 weeks to be effective. In addition, when you sell your electronics to us online, we may need to contact you via phone, email or mail to address questions or issues specific to your order, or with a promotional offer. If you would like to opt out of any further communication after completion of the principal transaction(s), please use the opt out link in the email message sent to you, or contact us via email including your email address, full name, and specifically what information you do not want to be receiving from us in the future. If you would like to update or correct your email address, street address, or any other personal information with us please contact us either by phone or email.

K. Fitness for Sale; Phone and Internet Service. You must have all right, title, and interest in any and all Products you seek to sell to us and all Products must be able to be activated for new service (unless the Product is incapable of being activated because it is in "broken" condition). The Products and the sale and shipment of such items to us: (a) must comply with all applicable laws, statutes, ordinances, including without limitation all import and export laws as described below, (b) may not infringe on third party intellectual property rights (including copyrights, trademarks, patents, trade secrets or other proprietary rights), and (c) shall not be counterfeit, stolen, or fraudulent. You represent and warrant that the Products are free of any liens or encumbrances, including third-party software which may not be transferred or for which royalties are due. By using the Services, you agree to indemnify us from all claims or losses sustained by us as a result of any breach of these representations and warranties. It is your responsibility to discontinue phone, internet and/or any similar service on your Product prior to selling it to us. We are not responsible for any service charges related to your Product, whether you incur such charges before, during, or after your use of the Services. It is also your responsibility to remove any security codes that would prevent use of any Product.

L. Lawful Sales Only. By agreeing to these terms and conditions and by shipping your device to us, you certify that you are the legal owner of the device that you send. You must own the right, title and all legal interest in the device you send us. Your sale and or shipment of any such item must not violate any law, regulation, or statute of any jurisdiction. You may not unlawfully transfer or encumber any intellectual property, trademark, copyright, patent, software, license, or other legal right or restriction via your shipping or selling of the shipped item. The item you ship must be free of all legal restrictions that would affect the value of the item, or restrict your legal right to transfer ownership of the item (including the item itself, software present on the item, or hardware on or inside the item). You must refrain from violating any export laws or restrictions. The item you send (including all related materials, software and add-on hardware) may not be counterfeited, stolen, or contain harmful or offensive content of any nature. You agree to hold us harmless and indemnify us from any and all loss of any nature, including fees, costs, judgments, liens, and reasonable attorney's fees, arising from any threatened or actual legal action should you violate this term and condition of this Agreement.

M. Failure to Return Product or Contents Thereof. Under certain limited circumstances, at no fault of ours, we may not be able to return your item and you agree to hold us harmless from any loss regarding our failure, when outside of our control, to return your device to you. We will never under any circumstance duplicate or return any software or data contained on your device.

N. Passing of Title. Legal title of your device passes to us when we agree to pay you the initial quote amount as shown on our website, you agree to accept a lower quote that we make to you, or we send you notice of a new quote and you do not call us within three (3) days requesting the return of your device or to have us recycle such device. All payments are sent as established by our normal course of business. If we do not agree to accept your Product by way of purchase or as a machine to be recycled, then title does not pass to us. Title for all devices accepted for recycling passes to us when you agree to allow the device to be recycled. All decisions about whether or not we purchase your device and for what dollar amount are final. Any quote to purchase your device that we make expires if not accepted by you in a timely manner, as described herein. At any time we may decide, without prior notice, to discontinue purchasing any particular or all items.

O. Errors. Should we make a material error in any representation of facts, information or offers to you, your sole recourse is to request the return of the item that you have sent to us. Your ability to request the return of the item elapses three (3) days after your receipt of our email notifying you of the amount of the quote. In the event that you elect to cancel the transaction prior to the elapsing of the three days, we will return the item to you upon your request.

- P. **Non-Transferable.** Any quote by us for your Product is non-transferable and not redeemable for any other consideration other than what is offered by us.
- Q. **Promotions.** From time to time, and at our sole discretion, we may offer promotional programs as an incentive to customers. Promotions applicable to payments are applied as an increment to the final value of a customer's Product, but they are not considered a change in that final value. Promotional programs have explicitly defined terms, including but not limited to, expiration, usage per person and per transaction, and other limitations and restrictions. Unless otherwise stated, promotions must be applied by you before checkout. For the avoidance of doubt, once checkout is completed, promotions cannot be applied to the same transaction. We reserve the right, in our sole discretion, to cancel or refuse any promotions.
- R. **Accuracy of All Information.** We make every effort to ensure the accuracy of all information you receive in relation to your Product. From time to time, however, there may be typographical errors, technical inaccuracies, pricing, or other errors or omissions. As such, we reserve the right, at any time prior to payment, to (a) correct an error, or (b) change the terms.
- S. **Privacy.** We view protection of users' privacy as a very important community principle. When you use the Websites and the Services, we collect information about you. You agree that we may collect and use your information in accordance with the Privacy Policy, which you can review by going to the Website, as the same may be updated from time to time. If you object to your information being transferred or used in this way, please do not use our Websites or services.
- T. **Access.** You are responsible for obtaining, at your own expense, all equipment and services needed to access and use the Websites and the Services, including all devices, internet browsers and internet access. If you access the Website and the Services through a mobile or wireless device, you are responsible for all fees that your carrier may charge you for data, text messaging, and other wireless access or communications services.
- U. **Use of Services.** By using the Websites, you agree not to (i) access any of the Services by any means (including, without limitation, by use of scripts, web crawlers or similar methods) other than through the user interface provided by us; and (ii) engage in any other activity that interferes with or disrupts the Services or performance of the Websites.
- V. **No Warranties.** WE PROVIDE THE SERVICES AND WEBSITES "AS IS," "WITH ALL FAULTS," AND "AS AVAILABLE," WITHOUT EXPRESS OR IMPLIED WARRANTIES OF ANY KIND. WE DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY, ACCURACY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND THE IMPLIED CONDITIONS OF SATISFACTORY QUALITY. WE MAKE NO REPRESENTATIONS THAT YOUR TRANSACTIONS WITH US WILL MEET YOUR REQUIREMENTS.
- W. **Limited Liability.** IN NO EVENT SHALL THE COMPANY, ITS DIRECTORS, OFFICERS, EMPLOYEES, AFFILIATES, AGENTS, OR CONTRACTORS BE LIABLE FOR ANY COMPENSATORY, DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, LOSS OF DATA, INCOME OR PROFIT, LOSS OF OR DAMAGE TO PROPERTY, OR ANY CLAIMS OF YOU OR OTHER THIRD PARTIES WHATSOEVER WITH RESPECT TO YOUR TRANSACTIONS WITH US UNDER THIS AGREEMENT. Some states do not allow the exclusion or limitation of liability of consequential or incidental damages, so the above exclusions may not apply to all users; in such states liability is limited to the fullest extent permitted by law.
- X. **Indemnity.** You agree to indemnify, defend, and hold the company including its parent, subsidiaries, affiliates, officers, directors, employees, agents, representatives, vendors, and distributors, harmless from and against any and all claims, liabilities, damages, losses, costs, expenses, or fees (including reasonable attorneys' fees) that such parties may incur as a result of or arising from your (or anyone using your account's) violation or breach of any terms under this Agreement. We reserve the right to assume the exclusive defense and control of any matter otherwise subject to indemnification by you and, in such case, you agree to cooperate with our defense of such claim.
- Y. **Entire Agreement/No Waiver.** This Agreement constitutes the entire agreement of the parties with respect to the subject matter hereof. The captions are used only as a matter of convenience and are not to be considered a part of this agreement or be used in determining the intent of the parties to it. No waiver by us of any breach or default hereunder shall be deemed to be a waiver of any preceding or subsequent breach or default.
- Z. **Correction of Errors and Inaccuracies.** The Website and any correspondence related to a transaction may contain typographical errors or other errors or inaccuracies and may not be complete or current. We therefore reserve the right to correct any errors, inaccuracies or omissions and to change or update the content at any time without prior notice. We do not, however, guarantee that any errors, inaccuracies, or omissions will be corrected.
- AA. **Modification.** We reserve the right to modify this Agreement at any time. If you do not agree to the changes, you may discontinue using the Websites and/or the Services. Your continued use of any Website and/or Services after any such changes take effect constitutes your acceptance to such changes. Each time you submit a Product for sale to us, you reaffirm your acceptance of this Agreement as in effect at the time of such use. You are responsible for reviewing this Agreement each time you use the Websites and/or the Services. The Agreement is and will be located on the website. The last date this Agreement was revised is set forth below. Terms and conditions modifying the Agreement are effective immediately upon posting.

If you have any questions, concerns, or suggestions regarding the above Agreement, please feel free to email our [webmaster](#).

#### General Terms and Conditions

THESE TERMS AND CONDITIONS ARE GOVERNED BY, AND CONSTRUED IN ACCORDANCE WITH, NEVADA LAW, AND NO CONFLICT OF LAWS OR PROVISIONS OF ANY JURISDICTION WILL APPLY TO THESE TERMS AND CONDITIONS. BY CHECKING THE BOX STATING "I AGREE TO THE TERMS AND CONDITIONS" AND THEREAFTER CLICKING ON "SELL NOW," YOU ARE AUTHORIZING THIS TRANSACTION PURSUANT TO ALL SUCH TERMS AND CONDITIONS. CHECKING THE BOX "I AGREE" FURTHER ACKNOWLEDGES YOUR AGREEMENT THAT ANY ACTION AT LAW OR IN EQUITY ARISING OUT OF OR RELATING TO THESE TERMS AND CONDITIONS WILL BE FILED ONLY IN STATE OR FEDERAL COURT LOCATED IN RENO, NEVADA AND YOU HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENT AND SUBMIT TO THE EXCLUSIVE JURISDICTION OF SUCH COURTS OVER ANY SUIT, ACTION, OR PROCEEDING ARISING OUT OF THESE TERMS AND CONDITIONS.

This Agreement constitutes the entire agreement between the parties. Captions are used only as a matter of convenience and have no legal import. No waiver by us regarding any breach or default shall be deemed to be a waiver of any preceding or subsequent breach or default. Our website or other publications and communications may contain errors. We reserve the right to correct any errors in writing or orally with you. We strive to make every transaction fast and easy! Should you have any questions regarding these terms and conditions, please do not hesitate to call us at 1-888-634-4409 or email using the [Contact Us](#) page.



Scott McLaughlin &lt;scoaugmcl@gmail.com&gt;

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**Re: Order 531178, Your Device Has Been Inspected**

1 message

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**Gmail** <scoaugmcl@gmail.com>

Wed, Dec 17, 2014 at 10:23 PM

To: CashForLaptops Family of Websites &lt;support@cashforiphones.com&gt;

That has to be a misprint. \$17?!? I don't think so! Please send it back to me. What a scam this was.

Scott

*My response to them "electronically" per EG  
of the contract.*

On Dec 17, 2014, at 18:33, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Hi Scott,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$17 for the device.

This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion



Scott McLaughlin &lt;scoaugmcl@gmail.com&gt;

---

**Please call**

1 message

---

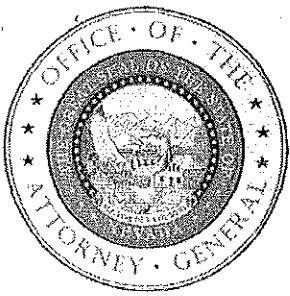
**CashForLaptops Family of Websites** <support@cashforiphones.com>  
Reply-To: no-reply@cashforiphones.com  
To: scoaugmcl@gmail.com

Wed, Dec 17, 2014 at 10:25 PM

We currently do not respond to emails. We would like to direct you to our customer service department to help with any questions you may have regarding your account or how the process works. Please call 888-821-1143 between 7am-4pm PST M-Fri.

their response to my electronic  
response.

No answer on their phone  
despite multiple attempts.



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108	555 E. Washington Ave., #3900 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3768
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www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
(Stamp here)

12-23-14  
LGC  
9:04

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Marquez Kypi A  
Last First MI

Your Address: 2104 E. Reseda Pl. Anaheim, CA 92806  
Address City State Zip

Your Phone Number: 5624647233 5624647233 7149961800  
Home Cell Work Fax

Email: kypison@msn.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash for Laptops

Individual/Contact: Melanie  
Last First Job Title (Example: CEO)

Individual/Business Address: 750 4th St. Sparks, NV 89431-7419  
Address City State Zip

Individual/Business Phone: 775-552-3203 or 888-821-1143  
Work Mobile Fax

Individual/Business Email: support@cashforlaptops.com

Individual/Business Web Site: cashforlaptops.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

_____	_____	_____	
Last	First	Phone	
_____	_____	_____	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint.** You may use additional sheets if necessary.

My complaint is:

I was quoted online \$223 for my I pad 3 so I sent it in for them to look at and give me a final price. They sent me an e-mail saying they would offer me \$33 which was not even close to the quote. Their terms and conditions (Paragraph F) state to call within 3 days if you don't accept their offer and want to get your device back so I did and I got Melanie in Purchasing Dept. who asked me to hold and came back within 30 seconds saying she could offer me \$130 instead which I said was still not enough so I again asked for my device to be shipped back. She said she would not do that and instead stating it was "an automated process listed in the terms and conditions" which I asked her a few times to show me where because I had it pulled up on my screen to view and she couldn't. She threatened me with either I take the offer or they will just pay the original amount and keep the device and she said was trying to help me get more money. I told her over and over again I read the terms and conditions and nowhere did it state I couldn't have my device back. In fact it said the opposite. I also said it was unlawful to do what she was doing. She bullied me into agreeing to the price she same up with and used scare tactics making me think I would not be getting my I pad back. I hung up and called back twice to try and speak with a supervisor only to be harassed, put on hold, and hung up on both times. They ask your order number before transferring you so they know who you are and exactly what the history is. I can't believe companies like this are able to operate and deceive people and scare them as well as using a bait and switch tactic.

### SECTION 4.

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.


All was done through their website and they don't accept e-mail responses. They tell you everything needs to be done via phone which they claim they record the calls, but I highly doubt they do.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

Kypi Marquez  
Print Name

12/17/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



Get Cash Fast - *guaranteed*  
 Excellent Service - *guaranteed*  
 Best Process - *guaranteed*

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[Register](#)

HOME > TERMS AND CONDITIONS

## Terms and Conditions

We offer services (the "Services") through which you can sell certain consumer electronic products (the "Products") after receiving an "initial quote" from us by identifying your Product and its condition and completing check-out on our website. You must agree to abide by the following terms in order to use the Services and/or our Website.

BY SETTING UP AN ACCOUNT, OR BY USING OUR WEB SITES, YOU SIGNIFY THAT YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS, WHICH MAY BE AMENDED AT ANY TIME BY POSTING THE AMENDED TERMS ON THE WEBSITES. ANY AMENDED TERMS WILL BE AUTOMATICALLY EFFECTIVE IMMEDIATELY AFTER THEY ARE POSTED. We reserve the right to terminate or suspend your use of the Websites and/or the Services if you do not comply with this Agreement or any other policy or procedure, or for any other reason we determine, in our sole discretion.

### Basic Information

These terms govern any initial quote that you receive to sell your Product to or through us. These terms, the terms that govern your use of the web sites ("Websites"), the Services and any and all applications included therein, which terms are located on our website, the terms of our privacy disclosures located on the website and any supplemental terms or policies that accompany a specific transaction, feature or application collectively make up an agreement between you and us (the "Agreement"). You acknowledge that this Agreement is in electronic form and has the same force and effect as an agreement in writing. In this Agreement, the term "you" or "your" means an individual or entity exercising rights under this Agreement, and the term "We," or "us" means our company and its affiliates and subsidiaries.

1. **Requirements.** In order to complete the sale of your Product to or through us or to complete any other transaction with us, you must: (i) Create an account with us; (ii) Provide true, up to date and accurate account information about yourself and any Product you submit to us; (iii) Comply with all terms and conditions of this Agreement; (iv) Comply with all applicable laws and regulations, including all import and export laws as described in Section 15 below; (v) Transact on behalf of yourself and not on behalf of others; and (vi) Have the legal capacity to enter into agreements and to convey title and interest in any Product that you submit to us. In order to receive payments for any Products we purchase from you, you must provide us with information including a valid email address at which you are able to receive email, a valid postal address at which you are able to receive mail, and your first and last name. We shall not be responsible for communication errors should your contact information be inaccurate or incomplete. You are responsible for ensuring that you can receive emails from us and we are not responsible for any emails that were not received by you because they were blocked or filtered as spam. You understand and agree that if you fail to provide us with accurate and up to date information about yourself: (a) we will not be responsible for any misapplied payments or payments sent to a wrong address, and (b) any unclaimed funds may be subject to collection by governmental authorities under applicable unclaimed funds and escheat laws. You agree that we have no obligation to you if any of your unclaimed funds are turned over to governmental authorities.

2. **Product Eligibility.** We determine, in our sole discretion, which Products are eligible for purchase by or through the Services and for which eligible Products we will provide an initial or subsequent quote. We may terminate the eligibility of certain Products at any time and without advanced notice.

3. **A. Initial quotes presented on the website.** All such initial quotes are qualified and pending our evaluation of your laptop, smartphone, tablet PC, or any other electronic device (hereinafter referred to as "device"). No binding quote is made until we have had a chance to inspect the device that you send to us. We reserve the right to refuse to purchase any item that you send us for any reason we deem, in our sole discretion, to be sensible. You must send us your device within the time period stated herein. All amounts are paid by company check and mailed to the address you provide to us during the initial quote process or by PayPal transfer per your designation. This usually takes five (5) business days from the date on which your device arrives and is inspected at our facility unless we need to speak to you directly about the quote we wish to make. We require prompt receipt of your device and we expedite this process of our inspection and processing of payment pursuant thereto as necessary to conform with objective conditions of fluctuating market prices, continuous changes in supply and demand governing our ability to pay up to a certain amount. The timeframes set forth below are deemed necessary by these dictates of our business and you are acknowledging your understanding thereof and agreement thereto each by requesting the prepaid shipping materials and sending us your device as the result of accepting these terms on the checkout page.

**B.** You agree to ship your device within **7** days of receiving the protective packaging. Delay in shipping may negatively affect the determination of value of the device. We determine the value of your device based on our systematic analysis of such devices and the current marketplace. Many factors are taken into consideration, such as the age of the device, the manufacturer and model of the device, the wear and tear apparent on the device, whether the device is usable and or intact in nature and other elements that would affect its resale value or costs of repair to the device. If we decide to purchase your device whether at the initial quote or a lower quote, we immediately send out an email with the amount of payment based on the assessment. Your rights as to such payment are governed in paragraphs E and F, below. If we decide not to purchase the device, you will be given the option of allowing us to recycle the device in which case you will not receive any payment for the device. You must appropriately package the device you send us in order to protect it from harm during the shipping process. You are solely responsible for any harm that comes to the device you send us if you fail to appropriately package the device prior to sending it.

**C. (a)** Sending your item to us. You are solely responsible for the risk of loss or damage off/to your property while it is being shipped to us and while it is shipped from us to you, should we return the item to you. We are responsible for risk-of-loss when we open the packaging containing your Product and ceases in the event we return your product to you for any reason. For the avoidance of doubt, in such event, risk of loss will be transferred to you once we deliver the package to the carrier for return to you and you will bear the risk-of-loss while the Product is in transit.

**D. (b)** Data Removal. We will endeavor to remove any data upon your hard drive or other media storage of your device and may reformat the drive in order to do so. However, we cannot guarantee that all personally identifiable data or other sensitive or security related information will be removed from your drive or other memory devices by us. Accordingly, you should remove any such information from your device before you send it to us. You agree to hold us



harmless and indemnify us from any loss or injury resulting from your failure and our failure to remove such information prior to reselling or recycling the device that you send. We are not responsible for any loss suffered by you due to any data that is not erased from the device and becomes available to any third party subsequent to our final disposition of your device. **Remember to make all necessary backups or transfer of data from your device before you send it if you wish to keep or reuse any data that is stored on your device.**

E. Should you be given an initial quote via our website AND we, upon inspection of your device, agree to pay you that amount, **you are legally and contractually bound to sell us such device for the price initially quoted** via the website once you have shipped the device to us.

F. Should we, upon inspection of your device, decide to quote you a lower price than originally initially quoted, we will email you notice of such amount and **you will have three days to either accept or reject that new lower price. The three days begins to run upon inspection of your device and our e-mailing you notice of intended payment either pursuant to the original initial quote or such value as we determine in our sole discretion. If you fail to either accept or reject the new quote within the three days or IF WE ARE UNABLE TO CONTACT YOU AND YOU FAIL TO CONTACT US BY PHONE WITHIN THESE 3 DAYS, YOU WILL BE DEEMED TO HAVE ACCEPTED THE NEW QUOTE/PAYMENT AND WE WILL HAVE PURCHASED YOUR DEVICE FOR THAT PRICE** and paid for pursuant to the terms of this agreement. **It is your responsibility to be available to receive a call or an e-mail for the purposes of our contacting you to notify you of such new quote. In all cases where you request the return of your device by phone and within the three (3) days set forth above, such device will be returned free of charge.** Electronic Notices and Transactions. You agree to transact with us electronically, including without limitation, agreeing to terms and conditions or offering to sell your Product by electronic means. You authorize us to provide you with terms and important notices about our company and your transactions to an email address you provide to us or by posting notices on an applicable page (or my account area) on our website. It is your duty to keep your email address accurate and up to date and to maintain a valid email address and to ensure that emails we send you are not filtered or stopped by spam filters or other types of email blocking functionalities. It is **your responsibility** to ensure that e-mail from our company is **not discarded as SPAM**. If you no longer desire to transact electronically with us, you may no longer use the Websites.

G. Product Inspection; Quote Recalculation. Your Product must be received by us within ten (10) days after you accept the original quote provided by us and complete the check-out process on the Website (the "Delivery Period") or the quote shall automatically expire. Packing and shipping recommendations provided to you by We should be followed in order to avoid possible damage to or loss of the Product in transit. We will inspect all Products that are received. We have the option to accept or reject the Product, including without limitation, to reject any Product not conforming to the description you provided to us, any Product modified in such a way that it no longer conforms to the original factory specifications, any Product no longer complying with applicable laws or regulations (e.g., FCC rules, etc.) and/or any Product damaged or lost in transit. If we reject the Product for any of these reasons, the initial quote automatically expires and is rescinded. We reserve the right to revoke the initial quote and provide a revised quote for the Product or return your device if: (a) the Product and/or materials are not as described, (b) the Product is received by us after the Delivery Period, (c) we receive Product(s) that are different from those identified when your quote was calculated (d) market conditions have changed or (e) for any reason we determine is necessary.

H. Recalculated Product Quotes after Inspection. In the event we recalculate the initial quote provided for the Product after it has been received and inspected, as described above, you shall have the option of accepting or rejecting the new such quote. If you accept the new quote, you will be paid in normal course and in accordance with these service terms. If you reject the new quote, we will return the Product to you at the address from which it was originally sent. We will give you a period of three (3) days after we present you with a recalculated quote via email at the address you provided to accept or reject the new quote (the "New Quote Period"). However, if the new quote is neither affirmatively accepted nor rejected by you during the New Quote Period, the new quote will be deemed to have been accepted by you and you will be paid the new quote price in the normal course and in accordance with these service terms. For the avoidance of doubt, your acceptance of the initial quote and/or any new quote pursuant to these terms and conditions is final and you may not change your mind later about accepting such quote price.

I. Updating your information and email communication preferences: We want to communicate with you only if you want to hear from us. If you prefer not to receive information from us, please let us know by calling us FREE at 888-821-1143 or by sending us an Email. Be sure to include your Email address, full name, and specifically what information you do not want to receive. Please note that sometimes these requests may take up to 1-2 weeks to be effective. In addition, when you sell your electronics to us online, we may need to contact you via phone, Email or mail to address questions or issues specific to your order, or with a promotional offer. If you would like to opt out of any further communication after completion of the principal transaction(s), please use the opt out link in the email message sent to you or contact us via email including your Email address, full name, and specifically what information you do not want to be receiving from us in the future. If you would like to update or correct your Email address, street address or other personal information with us please contact us either by phone or email.

J. Fitness for Sale; Phone and Internet Service. You must have all right, title, and interest in any and all Products you seek to sell to us and all Products must be able to be activated for new service (unless the Product is incapable of being activated because it is in "Broken" condition). The Products and the sale and shipment of such items to us: (a) must comply with all applicable laws, statutes, ordinances, including without limitation all import and export laws as described below, (b) may not infringe on third party intellectual property rights (including copyrights, trademarks, patents, trade secrets or other proprietary rights), and (c) shall not be counterfeit, stolen, or fraudulent. You represent and warrant that the Products are free of any liens or encumbrances, including third-party software which may not be transferred or for which royalties are due. By using the Services, you agree to indemnify us from all claims or losses sustained by us as a result of any breach of these representations and warranties. It is your responsibility to discontinue phone, Internet and/or any similar service on your Product prior to selling it to us. We are not responsible for any service charges related to your Product, whether you incur such charges before, during or after your use of the Services. It is also your responsibility to remove any security codes that would prevent use of any Product.

K. Lawful Sales Only. By agreeing to these terms and conditions and by shipping your device to us, you certify that you are the legal owner of the device that you send. You must own the right, title and all legal interest in the device you send us. Your sale and or shipment of any such item must not violate any law, regulation or statute of any jurisdiction. You may not unlawfully transfer or encumber any intellectual property, trademark, copyright, patent, software, license or other legal right or restriction via your shipping or selling of the shipped item. The item you ship must be free of all legal restrictions that would affect the value of the item, restrict your legal right to transfer ownership of the item (including the item itself, software present on the item, or hardware on or inside the item). You must refrain from violating any export laws or restrictions. The item you send (including all related materials, software and add on hardware) may not be counterfeited, stolen, or contain harmful or offensive content of any nature. You agree to hold us harmless and indemnify us from any and all loss of any nature, including fees, costs, judgments, liens and reasonable attorney's fees, arising from any threatened or actual legal action should you violate this term and condition of this Agreement.

L. Failure to Return Product or Contents Thereto. Under certain limited circumstances, at no fault of ours, we may not be able to return your item and you agree to hold us harmless from any loss regarding our failure, when outside of our control, to return your device to you. We will never under any circumstance duplicate or return any software or data contained on your device.

M. Legal title of your device passes to us when we agree to pay you the initial quote amount as shown on our website, you agree to accept a lower quote that we make to you or we send you notice of new quote and you do not call us within three (3) days requesting to receive return of your device or to have us recycle

such device. All payments are sent as established by our normal course of business. If we do not agree to accept your product by way of purchase or as a machine to be recycled, then title does not pass to us. Title for all devices accepted for recycling passes to us when you agree to allow the device to be recycled. All decisions about whether or not we purchase your device and for what dollar amount are final. Any quote to purchase your device that we make is a non-transferable quote and also expires if not accepted by you in a timely manner, as described herein. At any time we may decide, without prior notice, to discontinue purchasing any particular or all items.

N. Errors. Should we make a material error in any representation of facts, information or offers to you, your sole recourse is to request the return of the item that you have sent to us. Your ability to request the return of the item elapses three days after your receipt of our email notifying you of the amount of the quote. In the event that you elect to cancel the transaction prior to the elapsing of the three days, we will return the item to you upon your request. Passing of Title. Title to the applicable Product passes to us upon our acceptance of the Product for the initial quote or the new quote, as applicable. If there is a Return Circumstance, title shall not pass and shall remain with you.

O. Non-Transferable. Any quote by us for your Product is non-transferable and not redeemable for any other consideration other than what is offered by us.

P. Promotions. From time to time, and at our sole discretion, we may offer promotional programs as an incentive to customers. Promotions applicable to payments are applied as an increment to the final value of a customer's Product, but they are not considered a change in that final value. Promotional programs have explicitly defined terms, including but not limited to, expiration, usage per person and per transaction, and other limitations and restrictions. Unless otherwise stated, promotions must be applied by you before checkout. For the avoidance of doubt, once checkout is completed, promotions cannot be applied to the same transaction. We reserve the right, in our sole discretion, to cancel or refuse promotions.

Q. Accuracy of all Information. We make every effort to ensure the accuracy of all information you receive in relation to your Product. From time to time, however, there may be typographical errors, technical inaccuracies, pricing or other errors or omissions. As such, we reserve the right, at any time prior to payment, to: (a) Correct an error. (b) Change the terms.

R. Privacy. We view protection of users' privacy as a very important community principle. When you use the Web Sites and the Services, we collect information about you. You agree that we may collect and use your information in accordance with the Privacy Policy, which you can review by going to the website: [privacy\\_policy](#), as the same may be updated from time to time. If you object to your information being transferred or used in this way please do not use our Web sites or services.

S. Access. You are responsible for obtaining at your own expense all equipment and services needed to access and use the Websites and the Services, including all devices, Internet browsers and Internet access. If you access the Website and the Services through a mobile or wireless device, you are responsible for all fees that your carrier may charge you for data, text messaging and other wireless access or communications services.

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W. Indemnity. You agree to indemnify, defend, and hold the company harmless, its parent, subsidiaries, affiliates, officers, directors, employees, agents, representatives, vendors and distributors from and against any and all claims, liabilities, damages, losses, costs, expenses, or fees (including reasonable attorneys' fees) that such parties may incur as a result of or arising from your (or anyone using your account's) violation or breach of any terms under this Agreement. We reserve the right to assume the exclusive defense and control of any matter otherwise subject to indemnification by you and, in such case, you agree to cooperate with our defense of such claim.

X. Entire Agreement/No Waiver. This Agreement constitutes the entire agreement of the parties with respect to the subject matter hereof. The captions are used only as a matter of convenience and are not to be considered a part of this agreement or be used in determining the intent of the parties to it. No waiver by us of any breach or default hereunder shall be deemed to be a waiver of any preceding or subsequent breach or default.

Y. Correction of Errors and Inaccuracies. The We Website and any correspondence related to a transaction may contain typographical errors or other errors or inaccuracies and may not be complete or current. We therefore reserve the right to correct any errors, inaccuracies or omissions and to change or update the Content at any time without prior notice. We do not, however, guarantee that any errors, inaccuracies, or omissions will be corrected.

Z. Modification. We reserve the right to modify this Agreement at any time. If you do not agree to the changes, you may discontinue using the Websites and/or the Services. Your continued use of any Website and/or Services after any such changes take effect constitutes your acceptance to such changes. Each time you submit a Product for sale to us, you reaffirm your acceptance of this Agreement as in effect at the time of such use. You are responsible for reviewing this Agreement each time you use the Websites and/or the Services. The Agreement is and will be located on the website. The last date this Agreement was revised is set forth below. Terms and conditions modifying the Agreement are effective immediately upon posting.

If you have any questions, concerns, or suggestions regarding the above Agreement, please feel free to email our [webmaster](#).

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THESE TERMS AND CONDITIONS ARE GOVERNED BY, AND CONSTRUED IN ACCORDANCE WITH, NEVADA LAW, AND NO CONFLICT OF LAWS OR PROVISIONS OF ANY JURISDICTION WILL APPLY TO THESE TERMS AND CONDITIONS. BY CHECKING THE BOX STATING "I AGREE TO THE TERMS AND CONDITIONS" AND THEREAFTER CLICKING ON "SELL NOW", YOU ARE AUTHORIZING THIS TRANSACTION PURSUANT TO ALL SUCH TERMS AND CONDITIONS. CHECKING THE BOX "I AGREE" FURTHER ACKNOWLEDGES YOUR AGREEMENT THAT ANY ACTION AT LAW OR IN EQUITY ARISING OUT OF OR RELATING TO THESE TERMS AND CONDITIONS WILL BE FILED ONLY IN STATE OR FEDERAL COURT LOCATED IN

RENO, NEVADA AND YOU HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENT AND SUBMIT TO THE EXCLUSIVE JURISDICTION OF SUCH COURTS OVER ANY SUIT, ACTION, OR PROCEEDING ARISING OUT OF THESE TERMS AND CONDITIONS.

**Entire Agreement. No Waiver.** This Agreement constitutes the entire agreement between the parties. Captions are used only as a matter of convenience and have no legal import. No waiver by us regarding any breach or default shall be deemed to be a waiver of any preceding or subsequent breach or default. Our website or other publications and communications may contain errors. We reserve the right to correct any errors in writing or orally with you. We strive to make every transaction fast and easy! Should you have any questions regarding these terms and conditions, please do not hesitate to call us at 1-888-634-4409 or email using the [Contact Us](#) page.

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Get Cash For Laptops

Recycle Laptop For Cash  
Sell Asus Notebook  
Sell Old Laptops

Recycle Laptops For Cash  
Sell Alienware Laptops  
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Get Cash Fast - *guaranteed*  
Excellent Service - *guaranteed*  
Best Process - *guaranteed*

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HOME > GET A QUOTE

## Initial Quote for Apple iPad 3 32GB WIFI

The Original CashForLaptops business since 2002

Select Your Model and Get An Initial Quote

1 Search & Find Your Device

2 See Your Initial Quote

My iPhone:

Powers on and works fine

Does Not Power On

Has a Damaged or Defective Screen

Has a Bad Battery

OR

Depending on its condition, we can pay you as much as

# \$223

See terms and conditions

iPad 3 32GB WIFI \$223 Remove

iPad 3 32GB WIFI \$223 Remove

**Total Quote:**

## \$446

Add Another Device

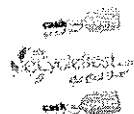
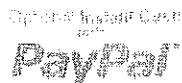
Working or Not

Press: Continue to Proceed to final step

[Add Another Device](#) [Continue](#)

Laptop, Smartphone, Tablet

3 Request FREE, prepaid, protective packaging



### What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

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Get Cash For Laptops

Recycle Laptop For Cash  
Sell Asus Notebook  
Sell Old Laptops

Recycle Laptops For Cash  
Sell Alienware Laptops  
Best Place To Sell Your Laptop

FROM:  
KYPI MARQUEZ  
2104 E RESEDA PL  
ANAHEIM CA 92806-4517

POSTAGE DUE COMPUTED  
BY POSTAGE DUE UNIT

POSTAGE

TOTAL POSTAGE AND FEES DUE \$ -

FIRST CLASS

0000

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



USPS TRACKING #



9321 6699 3200 0003 6714 83

280234

**MERCHANDISE RETURN LABEL**

PERMIT NO. 16 SPARKS NV 89431  
ECCYCLEBESTCIFICFL 84 CONEY ISLAND DR

POSTAGE DUE UNIT  
US POSTAL SERVICE  
750 4TH ST  
SPARKS NV 89431-7419

9400 1105 8100

our Customers  
vice 7 Days  
han  
ur CASH FAS  
good cause.  
- eCycle



STATE OF NEVADA  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER PROTECTION  
 100 North Carson Street, Carson City, Nevada 89701-4717  
 Telephone (775)684-1169

# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

<p style="text-align: center; margin: 0;"><b>YOUR NAME</b></p> <p>Your First Name: <u>Kathy</u></p> <p>Your Last Name: <u>Roeske</u></p> <p>Your Address: <u>5709 E. Joshua Tree Ln</u>  <u>Paradise Valley, AZ 85253</u>  <small>(City) (State) (Zip)</small></p> <p>Your Phone Number #: <u>480-367-1165</u></p> <p>Your Mobile #: <u>602-750-3545</u></p> <p>Your Fax #: _____</p> <p>Your Email: <u>Kathy@MasterYourMessage.com</u></p> <p>Are you older than 60 or Disabled: <u>yes</u></p>	<p style="text-align: center; margin: 0;"><b>YOUR COMPLAINT IS AGAINST</b></p> <p>Individual/Business: <u>Laptop &amp; Desktop Repair</u></p> <p>If Business, Contact Person: _____</p> <p>Individual/Business Address: <u>84 Coney Island Dr</u>  <u>Sparks NV 89431</u>  <small>(City) (State) (Zip)</small></p> <p>Individual/Business Phone #: <u>1-888-821-1143</u></p> <p>Individual/Business Mobile #: _____</p> <p>Individual/Business Mobile #: _____</p> <p>Individual/Business Mobile #: _____</p> <p>Individual/Business Mobile #: _____</p>
--	--

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint Is: This company has a history of bait and switch tactics including lying and cheating consumers. Check BBB complaints agst them similar to mine. In Nov 2014, I bought a new iPhone and wanted to sell my iPhone 4s 16gb ATT. I was offered \$95 in credit at the Apple Store and the same amt at Amazon. Because I wanted cash, I checked for offers online. This company DBA as cash for laptops, offered me \$117 for a flawless phone in working condition. Mine had no scratches or dents - I had always used a case and screen protector. I also had the original box and all accessories. I mailed it to the company w/ the prepaid label. On Dec. 3, they sent me an email saying my device had been inspected and they were going to give me \$18.00!! I thought it was a typo. I called and was on hold so long, the machine told me to call back and cut me off.

The next day I was on hold for 20 min and finally got thru. The rep said my phone had scratches and was only worth \$18. I said to send it back. He tried to convince me to let them keep it. He offered \$65 - I said send it back; he offered \$75, I said send it back. He hung up on me. Luckily they did return the phone and of course it had no scratches. I have since sold it to Amazon for \$90. Many people have been unable to reach the company w/in 3 days of SECTION 3. the original email so they are stuck w/ the lowball offer.

Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Kathy Roeske  
(Signature)

KATHY Roeske  
(Print Name)

12/18/14  
Date:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
Date:

mount offered for my phone on 12/15/11  
12/15/11  
checked it



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

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HOME > GET A QUOTE

## Initial Quote for Apple iPhone 4S 16GB ATT

The Original CashForLaptops since 2002

Select Your Model and Get An Initial Quote

- 1 Search & Find Your Device
- 2 See Your Initial Quote

### My iPhone:

✓ Powers on and works fine

Does Not Power On

Has a Damaged or Defective Screen

Has a Bad Battery

OR

Depending on its condition, we can pay you as much as

# \$107

See terms and conditions

Working or Not

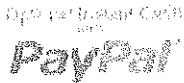
Press Continue to Proceed to final step

Add Another Device

Continue

Laptop, Smartphone, Tablet

### 3 Request FREE, prepaid, protective packaging



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Get Cash For Laptops

Recycle Laptop For Cash  
Sell Asus Notebook  
Sell Old Laptops

Recycle La  
Sell Alienw  
Best Pla  
Laptop



CashForLaptops Family of Websites <support@cashforiphones.com>

December 4, 2014 4:08 PM

To: Kathy Roeske

Kathy - You are still in control!

*Email after I turned down their offer on the phone after I complained about the \$18 lowball offer*

Dear Kathy,

You asked us to return your iPhone 4S 16GB ATT and we are processing it for return, just like you instructed.

You can still remain in control and instantly make a decision that will put money in your pocket!

Your device will never be worth more than it is right now. If you wish to accept our guaranteed offer of **\$75.00**. Then click the link below:

[Click here to accept our offer](#)

This link will remain active for a limited time. We do not want to delay the return of your device, but understand that after you have some time to think about our fair offer for your unwanted device, you may wish to take advantage of getting cash now instead of waiting longer, while your device continues to lose value.

Clicking the link before it expires will instantly change its status and immediately process your payment via check or paypal!

Click the link below to process payment today!

[Click here to accept our offer](#)

You might be asking, "Will there be any further negotiations on my device?"

Absolutely not! You have received our highest and best offer.

Your guaranteed offer is: **\$75.00**

It can expire anytime, so please act quickly. Once your device is packaged for return, we cannot change the process. Please click this link immediately if you wish to accept our offer and get paid.

[Click here to accept our offer](#)

Many people, like you understand that when they calculate the value of their time and the hassle in trying to sell unwanted devices on their own. The hassle factor is simply not worth it in the end.

We respect your decision, either way. You are still in charge. To accept our offer, simply click the link below and we will immediately process your payment.

[Click here to accept our offer](#)

Thank you,

Team EcycleBest / CashFor Family of websites.

Shop by Department

Search



Hello, Kathy Your Account

Your Prime

Cart

Wish List

Your Account > Your Trade-In Account

All Trade-Ins | Closed Trade-Ins

Showing 1 - 10 of 31 Results

« Previous | Page 1 of 4 | Next »

*Amazon's offer (I don't know why there are 2 listed)*

### Open Trade-Ins


Trade-In Placed: **December 15, 2014**

Trade-In ID: TRN-0093763-7885406

Total Amount Submitted: \$90.70  
Amount Paid: \$0.00

Transaction Status: **Not Yet Received/In Transit**  
Please ship by: 12/22/14

**1 Item Submitted**

 Apple iPhone 4S 16GB (Black) - AT&T **Not yet received**  
Submitted Condition: Like New Qty: 1  
Expected Amount Per Item: \$90.70  
Return Option: Return downgraded items

[Track your packages](#)  
[Print shipping label](#)  
[Cancel](#)

#### Trade-In Links

- [View Gift Card Balance](#)
- [Submit Your Trade-Ins](#)

#### Trade-In Stores

- [Electronics](#)
- [Books](#)
- [Video Games](#)
- [Movies & TV](#)
- [Music](#)

#### Need Help?

- [Trade-In Help](#)
- [Frequently Asked Questions](#)
- [Terms and Conditions](#)


Trade-In Placed: **December 15, 2014**

Trade-In ID: TRN-5495232-3704057

Total Amount Submitted: \$90.70  
Amount Paid: \$0.00

Transaction Status: **Not Yet Received/In Transit**  
Please ship by: 12/22/14

**1 Item Submitted**

 Apple iPhone 4S 16GB (Black) - AT&T **Not yet received**  
Submitted Condition: Like New Qty: 1  
Expected Amount Per Item: \$90.70  
Return Option: Return downgraded items

[Track your packages](#)  
[Print shipping label](#)  
[Cancel](#)

### Closed Trade-Ins


Trade-In Placed: **September 15, 2014**

Trade-In ID: TRN-4376833-9957965


Total Amount Submitted: \$6.67  
Amount Paid: \$4.38  
Graded Amount: \$4.38

Transaction Status: **Verified and Processed**

**2 Items Submitted**  
Paid: 1 Expired: 1

 **Gift card deposited**  
View Gift Card Balance  
**Good \$4.38**

ISBN-13: 9781455523672, ISBN-10: 1455523674  
Submitted Condition: Good Qty: 1  
Expected Amount Per Item: \$4.38  
Return Option: Return downgraded items

 **Expired**

ISBN-13: 9781442359314, ISBN-10: 1442359315  
Submitted Condition: Good Qty: 1  
Expected Amount Per Item: \$2.29  
Return Option: Return downgraded items

Trade-In Placed: Transaction Status:



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## BBB BUSINESS REVIEW

Is this your Business?

THIS BUSINESS IS NOT BBB ACCREDITED

### Laptop & Desktop Repair, LLC

Phone: (888) 821-1143

Fax: (775) 857-1059

[View Additional Phone Numbers](#)

84 Coney Island Dr, Sparks, NV 89431

<http://www.cash4laptops.com>

[View Additional Web Addresses](#)



On a scale of A+ to F

Reason for Rating

[BBB Ratings System Overview](#)

BBB Business Reviews may not be reproduced for sales or promotional purposes.

### BBB Accreditation

Laptop & Desktop Repair, LLC is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

### Reason for Rating

BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that *lowered* Laptop & Desktop Repair, LLC's rating include:

- 1104 complaints filed against business
- 42 complaints filed against business that were not resolved.
- Failure to respond to one complaint filed against business.

### Customer Complaints Summary

[Read complaint details](#)

1104 complaints closed with BBB in last 3 years | 907 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	60
Delivery Issues	8

Guarantee / Warranty Issues	1
Problems with Product / Service	1035
Billing / Collection Issues	0
<b>Total Closed Complaints</b>	<b>1104</b>

#### Additional Complaint Information

According to complaints in BBB files, consumers allege the business obtains their interest by offering a high quote online and then lowering the quote upon the business' receipt of the electronic device.

#### Customer Reviews Summary

[Read customer reviews](#)

#### 2 Customer Reviews Customer Reviews on Laptop & Desktop Repair, LLC

Customer Experience	Total Customer Reviews
Positive Experience	0
Neutral Experience	0
Negative Experience	2
<b>Total Customer Reviews</b>	<b>2 Customer Reviews</b>

#### Government Actions

BBB knows of no significant government actions involving Laptop & Desktop Repair, LLC.

What government actions does BBB report on?

#### Advertising Review

BBB has nothing to report concerning Laptop & Desktop Repair, LLC's advertising at this time.

What is BBB Advertising Review?

#### Additional Information

BBB file opened: 04/13/2006  
Business started: 04/01/2002

#### Type of Entity

Limited Liability Company

#### Business Management

Principal: Mr. Vadim "David Kruchin" Kruchinin (President / CEO)

#### Business Category

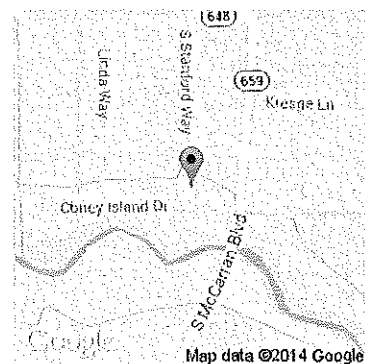
Recycling - Computers & Other Electronics

#### Products & Services

This business offers cash for used or non-working electronics. This business also sells used laptop parts and used cell phones. According to the business it recycles responsibly.

#### Alternate Business Names

cash4laptops.com, cashforlaptops.com, cashforiphones.com, cashforberrys.com, cashforsmartphones.com, cashforapples.com, cashforipads.com, laptopaid.com, laptopaid.us, laptopzyx.com, cellphonecity.com, iphonepartspro.com, pei-jian.com, ecyclebest.com, The Gadget Buying Company





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## BBB BUSINESS REVIEW

### CONSUMER COMPLAINTS

THIS BUSINESS IS NOT BBB ACCREDITED

Laptop & Desktop Repair, LLC

Phone: (888) 821-1143

Fax: (775) 857-1059

BBB Business Reviews may not be reproduced for sales or promotional purposes.

*Complaints similar to mine in just the last few days. More than 1000!*

### Customer Complaints Summary

1104 complaints closed with BBB in last 3 years | 907 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	60
Delivery Issues	8
Guarantee / Warranty Issues	1
Problems with Product / Service	1035
Billing / Collection Issues	0
<b>Total Closed Complaints</b>	<b>1104</b>

### Additional Complaint Information

According to complaints in BBB files, consumers allege the business obtains their interest by offering a high quote online and then lowering the quote upon the business' receipt of the electronic device.

### Complaint Breakdown by Resolution

[About Complaint Details](#)

Complaint Resolution Log (1104)

Complaint resolved with BBB assistance (1035 complaints)

12/17/2014

Problems with Product / Service | [Read Complaint Details](#)

#### Complaint

100% CRIMINAL SCAM! These guys use the bait and switch and then make you wait to speak to someone or make you wait so long that you will just go away. I found cashforlaptops.com On their site estimator, according to the condition, they said they would give me \$177. Almost 2 and a half weeks later, they send me an e-mail stating:Hi \*\*\*\*\*,Good news: your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.Nothing to do now but receive your cash!After carefully inspecting your device by

**Desired Settlement**

I want my original device back. I can keep it for my own use or sell it on \*\*\*\* for quadruple what these scammers gave me.

**Business Response**

I was able to communicate with \*\*\*\*\* by means of verbal communication in regards to this matter and we were able to come down to a peaceful agreement. I issued \*\*\*\*\* a payment of \$162 for the device.

We are working to improve our process and we take all complaints into account in order to improve the experience of our customers.

We appreciate your cooperation in our efforts to resolve this matter and we consider this closed.

Respectfully,  
\*\*\*\*\*

12/16/2014

Problems with Product / Service | Read Complaint Details

**Complaint**

Our company contacted Cash for iPhones as we have 6 used but in good condition iPhone 4's to sell. They quoted a price of \$100.00 for each phone that they would buy from us. We sent them the phones and never heard from them again. If you log into their website and look at your account they sent emails to the accounts, not to us. They had our names and phone numbers and email address but never tried to contact us after getting no response from the email sent to our online account with them. Standard business practice is send an email and follow up with a phone call if no response. We never received any calls or emails as follow ups. They paid us anywhere from \$6.00 to \$13.00 for each phone. That is a total insult and way below the actual value of the phones.

Product\_Or\_Service: they were to buy 6 \*\*\*\*\* iphones from us

Order\_Number: \*\*\*\*\* , \*\*\*\*\* , \*\*\*\*\*

**Desired Settlement**

We would like either a payment of \$70.00 per phone or our phones returned to us.

**Business Response**

BBB Case # \*\*\*\*\*

I have tried to contact \*\*\*\*\* by means of verbal communication so that we can better assist this situation in efforts to resolve this matter. Please contact my direct number at 775-857-1878 x2021 (Monday - Friday, 7am - 3:30pm PST).

Respectfully,  
\*\*\*\*\*

Customer Claims Department

**Consumer Response**

I was contacted by a call center customer service rep yesterday on 12/1/2014. He wanted to review my experience. I informed him that this practice was indeed a SCAM. He started to talk about the phones and that the initial money was not a guarantee and that some phones had "blemishes" and I quickly explained that I am a technology company owner and all the phones were protected in otterbox covers since the date obtained and that all phones were without blemishes and in complete working order so to give me about 4% of what I was told on the original estimate is nothing short of fraud. This practice preys on the trusting individual who understands

something might get deducted for normal wear and tear but then is locked into an absolutely absurd amount they decide to pay. At that point the seller/victim has no leg to stand on. Its sad that in America there are companies like this that have no desire to make money the old fashioned way of "days wages for a days work". I was left wondering if its the BBB or who can step in to try to help the consumer but I can tell you from experience these people want to cheat you out of anything they can and their set up and execution is nothing short of a

u ap.....

**Final Business Response**

\*\*\*\*\* did not contact us by phone in order to reject the offer as stated in our terms and conditions. We sent \*\*\*\*\* numerous urgent emails regarding his devices and did not contact us until a month afterwards.

The devices were processed as is.

I offered \*\*\*\*\* a payment of \$150 as a courtesy check for the inconvenience however \*\*\*\*\* did state that he did not want it and for us to keep it, rejecting the payment.

Respectfully,  
\*\*\*\*\*

12/16/2014

Problems with Product / Service | [Read Complaint Details](#)

12/16/2014

Problems with Product / Service | [Read Complaint Details](#)

**The business failed to resolve the complaint issues (42 complaints)**

12/16/2014

Problems with Product / Service | [Read Complaint Details](#)

12/16/2014

Problems with Product / Service | [Read Complaint Details](#)

12/16/2014

Problems with Product / Service | [Read Complaint Details](#)

12/16/2014

Problems with Product / Service | [Read Complaint Details](#)

12/16/2014

Problems with Product / Service | [Read Complaint Details](#)

**BBB found business made good faith effort to resolve complaint but customer not satisfied with business response (19 complaints)**

11/19/2014

Problems with Product / Service | [Read Complaint Details](#)

11/11/2014

Problems with Product / Service | [Read Complaint Details](#)

10/15/2014

Problems with Product / Service | [Read Complaint Details](#)

09/26/2014

Problems with Product / Service | [Read Complaint Details](#)

06/25/2014

Problems with Product / Service | [Read Complaint Details](#)

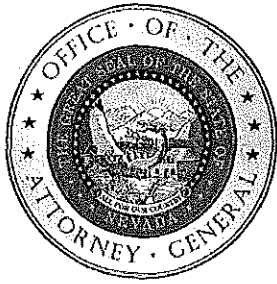
**The parties could not provide sufficient information to support their positions nor were they agreeable to make reasonable efforts toward resolving the issues of the dispute (7 complaints)**

11/24/2014

Problems with Product / Service | [Read Complaint Details](#)

11/05/2014

Problems with Product / Service | [Read Complaint Details](#)



STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 JFU  OML  MFU  
 MFCU  PIU  WCFU  
*(Stamp here)*

12-22-14  
L.G.  
9:13

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Pace Michael  
Last First MI

Your Address: 1 Stone Ridge Rd Sussex NJ 07461  
Address City State Zip

Your Phone Number: 973-875-9533 973-768-7902  
Home Cell Work Fax

Email: mpace07@pacekarate.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cashforiphones.com

Individual/Contact: Unknown  
Last First Job Title (Example: CEO)

Individual/Business Address: 740 4th St. Sparks NV 89431-7419  
Address City State Zip

Individual/Business Phone: \_\_\_\_\_  
Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: CashForIphones.com

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.**

My complaint is:

I wanted to sell my iphone 5. I searched online and found www.cashforiphones.com. On their website they give you an estimate for the amount they will pay for an iphone, depending on the model, condition and if it works.

They quoted me \$184 for a good condition, working iphone 5 16 gig. My phone was in perfect (like new) condition both physically and working condition.

Their fine print says that they will send you via email an exact quote within a few days of receiving and checking out your phone. They offered me \$29 which is totally ridiculous. As per their customer agreement I called to cancel the sale. Their fine print says that you must call them to cancel within 3 days or they will automatically send you a check for the phone.

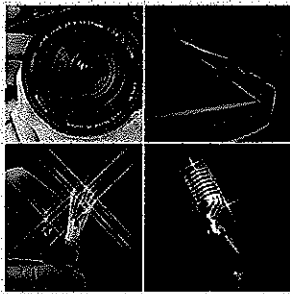
I have tried to call them multiple times yesterday and today. I get put on hold for long periods. When someone finally answers they tell you that they cannot help you and connect you to the right department. You then get put on hold for long periods, a recording comes on that says to call back another time and it hangs up.

I have done this many times to cancel and only have one more day to cancel but they never let you talk to anyone.

### SECTION 4.

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.**

LaNasa  
Communications  
www.lanasacom.com  
email - john@lanasacom.com  
cell - 651.261.9800  
PO Box 944, Forest Lake, MN 55025  
• Computer Hardware/Repair Mac or PC  
• Television/Radio/Movie/Web Commercials  
• Printing - Graphic Design - Page Layout  
• Photography - Video Capture/Editing  
• Computer/Web Consulting & Education



Nevada Attorney General  
100 North Carson Street  
Carson City, NV 89701

Attention Mr John R McGlamery

Dear Mr McGlamery

Thank you so much for your prompt reply to my complaint. I have put all the emails on the disc in a pdf format, Please let me know if you would like them some other way. Im sure you are aware of the practices that drove me to file the complaint I did. This (and his other companies) seem to fill up the first page of the search engines results with so much fluff that a person who doesnt know how to further investigate for complaints gets the idea that they are working with an environmentally friendly, caring company only to later find out that they hide behind some legal "terms and conditions" that not only they cant follow but most consumers couldnt find or read.

Its a shame to prey on any people let alone the people who need the money or are trying being environmentally conscious only to be duped later.

While I realize this is your job, please do not think for a moment that we are unappreciative of the help you are providing us. It has been an invaluable lesson to my daughter and also has restored my faith that there are good people like yourself on the internet, and not just thieves like this outfit.

Please feel free to contact me on my cell at 651-261-9800, should you need anything else.

Again thank you and have a Merry Christmas.

Sincerely,



John G. LaNasa



# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

YOUR NAME		
Your First Name: <u>John</u>		
Your Last Name: <u>LANASA</u>		
Your Address: <u>7301 North Shore Trail</u>		
<u>Forest Lake</u>	<u>MN</u>	<u>55025</u>
(City)	(State)	(Zip)
Your Phone Number (#) <u>651-261-9800</u>		
Your Mobile #: <u>same</u>		
Your Fax #: _____		
Your Email: <u>john@lanasacom.com</u>		
Are you older than 60 or Disabled: <u>no</u>		

YOUR COMPLAINT IS AGAINST		
Individual/Business: <u>Ecycle Best</u>		
If Business, Contact Person: _____		
Individual/Business Address: <u>84 Carey Island Dr</u>		
<u>Sparks</u>	<u>NV</u>	<u>89431</u>
(City)	(State)	(Zip)
Individual/Business Phone #: <u>888-634-4409</u>		
Individual/Business Mobile #: _____		
Individual/Business Mobile #: _____		
Individual/Business Mobile #: _____		
Individual/Business Mobile #: _____		

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint is: my 15 year old daughter went to their website (Ecyclebest.com). They promised her \$169.00 for her iPhone 4S that has been in a case its whole life. On Oct 9th they put \$11.00 in my paypal account. On Oct 9th I returned the \$11 through paypal and asked that the phone be returned. You cannot get into your online account with them and if you try to call you are placed on hold for at least a half hour & responded with email on the 9th, 10th, 11th and 13th with nothing but a reply on the 15th to call them


they informed me that I could not have my phone back even though I requested it in the ridiculous time period they put forth in their "terms and conditions." Please help. All other requests have been ignored

**SECTION 3.**

**Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.**

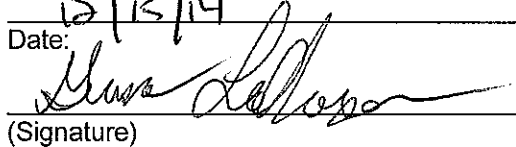
I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
(Signature)

John G. LANASA  
(Print Name)

12/15/14  
Date:

  
(Signature)

Grace LaNasa  
(Print Name)

12/15/14  
Date:

Search ... ✕ ⚙ 🔍

> Inbox ⚙

Sent objects 12/2/2014

Drafts

Trash 12/1/2014

Spam 38

New Folder 10/9/2014

Add mail account

Update Password 10/9/2014

Buy More Storage

Buy Mobility 10/9/2014



← Back

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10/7/2014 10:35 AM

**Ecyclebest**



Order 483094 Status: Your Device Has Been Received

To john@lanasacom.com



Dear Friend John,

**What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

**What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**

Customer Satisfaction Champion



## Transaction Details

**Refund** (Unique Transaction ID # 1MC959581J819832Y)

See related [2MA48091C8229721M](#)

Original Transaction						
Date	Type	Status	Details	Gross	Fee	Net
Oct 9, 2014	Payment From LDR LLC	<a href="#">Refunded</a>	<a href="#">Details</a>	\$11.00 USD	\$0.00 USD	\$11.00 USD

Related Transaction						
Date	Type	Status	Details	Gross	Fee	Net
Oct 9, 2014	Refund	Completed	...	-\$11.00 USD	\$0.00 USD	-\$11.00 USD

**Business Name:** LDR LLC

**Email:** sales@cash4laptops.com

### Business Contact Information

**Customer Service URL:** <http://www.cash4laptops.com>

**Customer Service Email:** [sales@cash4laptops.com](mailto:sales@cash4laptops.com)

**Customer Service Phone:** 888-821-1143

**Total amount:** -\$11.00 USD

**Fee amount:** \$0.00 USD

**Net amount:** -\$11.00 USD

**Date:** Oct 9, 2014

**Time:** 15:19:52 PDT

**Status:** Completed

**Subject:** You have sent \$11.00 USD to LDR LLC with PayPal

**Note:** dont know what this is for

[Return to Account Overview](#)

## Transaction details

**Payment Received** (Unique Transaction ID # 2MA48091C8229721M)

**This transaction has been refunded**

For further details please see transaction [1MC959581J819832Y](#)

Original Transaction						
Date	Type	Status	Details	Gross	Fee	Net
Oct 9, 2014	Payment From LDR LLC	<a href="#">Refunded</a>	...	\$11.00 USD	\$0.00 USD	\$11.00 USD

Related Transaction						
Date	Type	Status	Details	Gross	Fee	Net
Oct 9, 2014	Refund	Completed	<a href="#">Details</a>	-\$11.00 USD	\$0.00 USD	-\$11.00 USD
Total:				\$0.00 USD	\$0.00 USD	\$0.00 USD

**Sent by:** LDR LLC (The sender of this payment is **Verified**)

**Payment sent from:** sales@cash4laptops.com

**Payment sent to:** john@lanasacom.com

### Business Contact Information

**Customer Service URL:** <http://www.cash4laptops.com>

**Customer Service Email:** [sales@cash4laptops.com](mailto:sales@cash4laptops.com)

**Customer Service Phone:** 888-821-1143

**Amount received:** \$11.00 USD

**Fee amount:** \$0.00 USD

**Net amount:** \$11.00 USD

**Date:** Oct 9, 2014

**Time:** 05:13:06 PDT

**Status:** Refunded

You have refunded this payment in full.

**Subject:** You have MONEY from Cash4laptops & eCycleBest

**Payment type:** Instant

- > Inbox
- Sent objects** ⚙
- Drafts
- Trash
- Spam 38

- New Folder
- Add mail account
- Update Password
- Buy More Storage
- Buy Mobility

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10/9/2014 8:08 AM

**john@lanasacom.com**



**Re: Reset Password Request**

To Ecyclebest



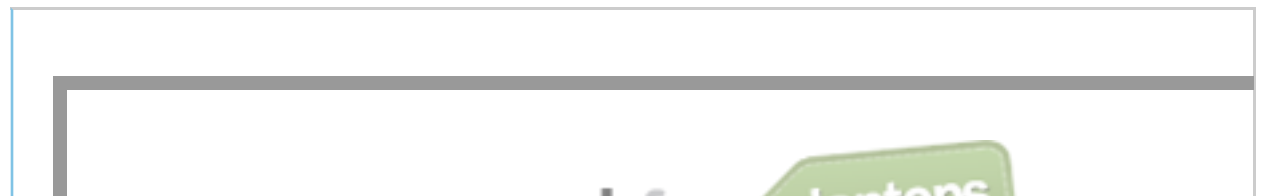
when I click the link it gives me this message,

tried signing in on a mac and a pc

The requested URL ^"http://www.ecyclebest.com/index.php (http://www.ecyclebest.com/index.php) was not found on this server.

I dont know why you sent me \$11 through paypal, it was my understanding that we would send the phone in and you would make an offer on it...have received noting other than you payed me \$11 through paypal

On October 9, 2014 at 7:23 AM Ecyclebest <support@ecyclebest.com (mailto:support@ecyclebest.com)> wrote:



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visit [www.lanasacom.com](http://www.lanasacom.com) click on the home button for samples of our work, laptop specials, and as always, if you appreciate what we do, tell your friends.





- > Inbox 12/15/2014
- Sent objects** [Settings]
- Drafts 12/15/2014 [Paperclip]
- Trash
- Spam 12/15/2014 **38**

- New Folder 12/14/2014
- Add mail account [Paperclip]
- Update Password 12/3/2014
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- Buy Mobility

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10/23/2014 6:13 AM

**john@lanasacom.com**



**Re: Order 483094 Status: Your Device Has Been Received**

To Ecyclebest



I am still waiting for gthe return of my phone...you paid \$11 on 10-9-14 and I returned the payment the same day and requested my phone be returned. Why havent I seen it yet??? Please dont send me an email to call you...not necessary, just send the phone back

On October 7, 2014 at 10:35 AM Ecyclebest <support@ecyclebest.com (mailto:support@ecyclebest.com)> wrote:

Dear Friend John,  
**What is Happening?**  
 We have received your message...

Show more

visit [www.lanasacom.com](http://www.lanasacom.com) click on the home button for samples of our work, laptop specials, and as always, if you appreciate what we do, tell your friends.

12/2/2014

12/2/2014

12/2/2014

12/2/2014

12/1/2014

11/23/2014



> Inbox

**Sent objects** ⚙

Drafts

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New Folder

Add mail account

Update Password

Buy More Storage

Buy Mobility

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10/13/2014 5:58 PM

**john@lanasacom.com**



**Re: John, Cash is Waiting For You!**

To Ecyclebest



if I dont get a return call within 24hrs I am calling apple and reporting the phone as stolen and writing a ripoff report (which it seems like there already are a number of)

On October 4, 2014 at 8:24 PM Ecyclebest <support@ecyclebest.com (mailto:support@ecyclebest.com)> wrote:

Dear John,  
 You can click the link below to quickly receive cash for your Apple

Show more

visit [www.lanasacom.com](http://www.lanasacom.com) click on the home button for samples of our work, laptop specials, and as always, if you appreciate what we do, tell your friends.



> Inbox

**Sent objects** ⚙

Drafts

Trash

Spam 38

New Folder

Add mail account

Update Password

Buy More Storage

Buy Mobility

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10/9/2014 5:17 PM

**john@lanasacom.com**



**why no reponse!!!**

To Ecyclebest



I cannot get into my account, Please contact me within the next 24 hrs...I have no idea why i am getting \$11???

On October 9, 2014 at 7:15 AM Ecyclebest <support@ecyclebest.com (mailto:support@ecyclebest.com)> wrote:

Dear John,  
Thank you for recycling your Apple iPhone 4S 16GB ATT!

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visit [www.lanasacom.com](http://www.lanasacom.com) click on the home button for samples of our work, laptop specials, and as always, if you appreciate what we do, tell your friends.



> Inbox

**Sent objects** ⚙

Drafts

Trash

Spam 38

New Folder

Add mail account

Update Password

Buy More Storage

Buy Mobility

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10/9/2014 7:20 AM

**john@lanasacom.com**



Re: You have MONEY from Cash4laptops & eCycleBest

To sales@cash4laptops.com



what is the \$11 for? we sent you a completely working apple iphone 4s, reset to factory defaults with IOS 7 on it in the original box... We got \$11? if thats the case then ship it back

On October 9, 2014 at 7:13 AM LDR LLC via PayPal <[member@paypal.com](mailto:member@paypal.com)> (<mailto:member@paypal.com>)> wrote:

**PayPal** (<https://www.paypal.com/us>)

Show more

visit [www.lanasacom.com](http://www.lanasacom.com) click on the home button for samples of our work, laptop specials, and as always, if you appreciate what we do, tell your friends.



Search ... ✕ ⚙ 🔍

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- Buy More Storage
- Buy Mobility 10/9/2014

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10/4/2014 8:24 PM

**Ecyclebest**



John, Cash is Waiting For You!

To john@lanasacom.com



Dear John,

You can click the link below to quickly receive cash for your Apple.

**Click here to print your prepaid shipping label**  
**([http://cashforlaptops.biz/email/count.php?s=0vohWm0jOYBtpLotzWS4HVDxhtJ3VofT2BEpekWD-1&c=john@lanasacom.com&t=l&url=http://www.ecyclebest.com/index.php?p=generate\\_pdf&email=john@lanasacom.com&user=318323](http://cashforlaptops.biz/email/count.php?s=0vohWm0jOYBtpLotzWS4HVDxhtJ3VofT2BEpekWD-1&c=john@lanasacom.com&t=l&url=http://www.ecyclebest.com/index.php?p=generate_pdf&email=john@lanasacom.com&user=318323))** -  
 find a small box and ship your Apple to us today to get your cash

• **Remember Your Free Bonus Gift**

If you ship back within 5 business days, you'll receive a Free Bonus Gift.

• **It's Easy, Convenient and FREE, with 3 convenient ways to send your laptop via USPS!**

- Give the package with the label adhered to it to your USPS postal carrier
- Drop off the package at the nearest USPS post office
- Schedule a FREE pick-up using this link: [www.USPS.com/pickup](http://www.USPS.com/pickup)  
 (<http://cashforlaptops.biz/email/count.php?s=0vohWm0jOYBtpLotzWS4HVDxhtJ3VofT2BEpekWD-2&c=john@lanasacom.com&t=l&url=http://www.usps.com/pickup>)



> **Inbox** ⚙

Sent objects

Drafts

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New Folder

Add mail account

Update Password

Buy More Storage

Buy Mobility

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11/6/2014 9:24 AM

**CashForLaptops Family of Websites**



Re: Re: Order 483094 Status: Your Device Has Been Received

To john@lanasacom.com



Dear John,

Thank you for your email. This is our number. Please contact our customer service department at 888-821-1143 at your earliest convenience.

If you leave a voicemail please be sure to leave a message with your first and last name and sale ID number so we can better assist you.

Respectfully,

Kevin

Customer Service

888-821-1143



Search ... ✕ ⚙ 🔍

- > **Inbox** ⚙
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- Buy More Storage
- Buy Mobility 10/9/2014

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10/9/2014 7:28 AM

**Ecyclebest**

**Reset Password Request**

To john@lanasacom.com



(http://cashforlaptops.com) s=tiwx3p0nU9t7IVTh4shS1mBcz

1&c=john@lanasacom.com&t=l&url=http://www.cashforlaptops.c

(http://cashforlaptops.biz/email/count.php?s=tiwx3p0nU9t7IVTh4shS1mBcz

2&c=john@lanasacom.com&t=l&url=http://www.cashforiphones.c

(http://cashforlaptops.biz/email/count.php?s=tiwx3p0nU9t7IVTh4shS1mBcz

3&c=john@lanasacom.com&t=l&url=http://

Dear John,

You requested a link to reset your password. Please set a new password by clicking below:

[http://www.ecyclebest.com/index.php?p=reset-password&title=Reset\\_Password&john@lanasacom.com&confirmation\\_code=60a83ffa393003641314a61d2207908c](http://www.ecyclebest.com/index.php?p=reset-password&title=Reset_Password&john@lanasacom.com&confirmation_code=60a83ffa393003641314a61d2207908c)

(\"http://www.ecyclebest.com/index.php?p=reset-password&title=Reset\_Password&email=john@lanasacom.com&confirmation\_code=60a83ffa393003641314a61d2207908d\")

You should be able to access your account and continue enjoying the following:

- Updates on your transaction
- Tracking information of your package
- Your transaction history
- Your friend referrals (that's \$10 per successful referral!)



Search ... ✕ ⚙ 🔍

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◀ Back

Reply Reply All Forward Delete Mark unread Mark as spam More ...

10/9/2014 7:23 AM

**Ecyclebest**

**Reset Password Request**

To john@lanasacom.com



(http://cashforlaptops.com/...)

1&c=john@lanasacom.com&t=l&url=http://www.cashforlaptops.com/...

(http://cashforlaptops.biz/email/count.php?s=tiwx3p0nU9t7IVTh4shS1mBcz...

2&c=john@lanasacom.com&t=l&url=http://www.cashforiphones.com/...

(http://cashforlaptops.biz/email/count.php?s=tiwx3p0nU9t7IVTh4shS1mBcz...

3&c=john@lanasacom.com&t=l&url=http://...

Dear John,

You requested a link to reset your password. Please set a new password by clicking below:

[http://www.ecyclebest.com/index.php?p=reset-password&title=Reset\\_Password&confirmation\\_code=ada70ec366fbb0878eafd0fa77bc8beb](http://www.ecyclebest.com/index.php?p=reset-password&title=Reset_Password&confirmation_code=ada70ec366fbb0878eafd0fa77bc8beb)

(\"http://www.ecyclebest.com/index.php?p=reset-password&title=Reset\_Password&email=john@lanasacom.com&confirmation\_code=ada70ec366fbb0878eafd0fa77bc8beb\")

You should be able to access your account and continue enjoying the following:

- Updates on your transaction
- Tracking information of your package
- Your transaction history
- Your friend referrals (that's \$10 per successful referral!)







STATE OF NEVADA  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER PROTECTION  
 100 North Carson Street, Carson City, Nevada 89701-4717  
 Telephone (775)684-1169

# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

YOUR NAME		
Your First Name:	<u>JIM</u>	
Your Last Name:	<u>SPALDING</u>	
Your Address:	<u>1644 11<sup>TH</sup> FAIRWAY DRIVE</u>	
<u>BELLEVILLE</u> (City)	<u>ILLINOIS</u> (State)	<u>62220</u> (Zip)
Your Phone Number (#):	<u>618-234-1016</u>	
Your Mobile #:	<u>618-806-1342</u>	
Your Fax #:	_____	
Your Email:	<u>spaldinggolf@sbcglobal.net</u>	
Are you older than 60 or Disabled:	<u>60</u>	

YOUR COMPLAINT IS AGAINST		
Individual/Business: <u>LAPTOP AND DESKTOP REPAIR, LLC</u> <u>(CASH FOR I PHONES)</u>		
If Business, Contact Person: <u>DAVE KRUCH</u>		
Individual/Business Address: <u>84 CONEY ISLAND DR.</u>		
<u>SPARKS</u> (City)	<u>NV</u> (State)	<u>89431</u> (Zip)
Individual/Business Phone #: <u>775-857-1878 ORG</u>		
Individual/Business Mobile #: <u>1-888-821-1143</u> ←		
Individual/Business Mobile #: _____		
Individual/Business Mobile #: _____		
Individual/Business Mobile #: _____		

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint Is: <sup>12/11/14</sup> THIS COMPANY SAID THEY WOULD GIVE ME \$227.00 FOR MY  
I PHONE 5 64gb ATT PROVIDER, THE PHONE WAS IN PERFECT<sup>WORKING + COSMETIC</sup> CONDITION. IT  
HAVE BEEN IN A CASE WITH A COVER FROM DAY 1. THEY SENT ME  
AN EMAIL DEC 4<sup>TH</sup> FRIDAY AFTER HOURS. I CALLED THEM DEC 7<sup>TH</sup> AND BEGGED  
THEM TO SEND THE PHONE BACK TO ME, AND I WOULD PAY FOR RETURN SHIPPING,  
BUT THEY REFUSED, SAID IT HAD ALREADY BEEN PROCESSED, THEN THEY  
SAID THEY WOULD DO ME A FAVOR. THE ORIGINAL AMOUNT THEY OFFERED  
WAS \$17.00 (SEVENTEEN) NOW THEY SAID THE MOST THEY COULD DO IS  
\$50.00. I COULD SEE I WAS NOT GOING TO GET ANYWHERE WITH THEM  
SO I ACCEPTED THE \$50.00. I WANT THE REST OF WHAT I WAS TO  
GET \$177.00 FOR A TOTAL OF \$227.00. THANK YOU

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**SECTION 3.**

**Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Jim Spalding  
(Signature)

JIM SPALDING  
(Print Name)

12/18/14  
Date:

ERROR  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
Date:



**COMPLAINT ACTIVITY REPORT Case # 11034432 BBB Serving Northern Nevada**

**Consumer Info:** Spalding, Jim Edward  
LLC  
1644 11th Fairway Dr  
Belleville, IL 62220-4871  
618 234-1016 618 234-1016  
spaldinggolf@sbcglobal.net

**Business Info:** Laptop & Desktop Repair,  
84 Coney Island Dr  
Sparks, NV 89431  
775 857-1878

**Location Involved:** (Same as above)

**Consumer's Original Complaint :**

Said they would give me \$227.00 for my Iphone5 64gb ATT provider. the phone was in perfect condition. it had been in a case with a cover from day 1, and worked perfect. After they received it, they sent me an email stating they were sending me a check for \$17.00 for the phone. THATS RIGHT NOT \$170.00 but \$17.00 I called them and after long waits and being cut off, I was able to talk to someone. I begged several times for them to just send the phone back and I would pay for the shipping, but she said the phone had been processed (what ever that means) and could not be sent back. Then she said she would do me a favor and increase the amount to \$50.00 but not a penny more. I decided to cut my losses and take it, but the more I thought about it the more mad I got. So I am doing this with the BBB, contacting the attorney generals office in NV. and reporting it to a local news station, channel 5 in St. Louis MO. its called 5 on your side. I hope to get satisfaction and won't stop till I do. I want another refund of \$177.00 for a total of \$227.00 which is what they told me I would receive.

Product\_Or\_Service: sold iphone

**Consumer's Desired Resolution:**

DesiredSettlementID: RefundI want a refund by check of \$177.00

**BBB Processing**

12/11/2014	web	BBB	Case Received by BBB
12/11/2014	tms	BBB	Case Reviewed by BBB
12/11/2014	Otto	EMAIL	Send Acknowledgement to Consumer
12/11/2014	Otto	EMAIL	Notify Business of Dispute



STATE OF NEVADA  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER PROTECTION  
 100 North Carson Street, Carson City, Nevada 89701-4717  
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# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

**YOUR NAME**

Your First Name: VIVA

Your Last Name: WANG-PARSONEAULT

Your Address: 23810 Robindale Pl.

Valencia CA 91354  
 (City) (State) (Zip)

Your Phone Number (#): 661-236-6718

Your Mobile #: 661-644-2799

Your Fax #: \_\_\_\_\_

Your Email: PARSONEAULT@CA.RR.COM

Are you older than 60 or Disabled: No

**YOUR COMPLAINT IS AGAINST**

Individual/Business: CASH for iPhone; ecyclebest.com  
CASH FOR LAPTOPS.COM

If Business, Contact Person: \_\_\_\_\_

Individual/Business Address: 994 GLENDALE AVE  
SPARKS NV 89431  
 (City) (State) (Zip)

Individual/Business Phone #: 888-821-1143

Individual/Business Mobile #: \_\_\_\_\_

Individual/Business Mobile #: \_\_\_\_\_

Individual/Business Mobile #: \_\_\_\_\_

Individual/Business Mobile #: \_\_\_\_\_

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint Is: PLEASE SEE ATTACHED SHEETS

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**SECTION 3.**

**Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Viva Wang-Parsonneault  
(Signature)  
12-17-2014  
Date:

VIVA WANG-Parsonneault  
(Print Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
Date:

12-17-2014

To: The Office of the Attorney General for the State of Nevada  
Bureau of Consumer Protection

From: Viva Wang  
23810 Robindale Place  
Valencia, Ca. 91354

There is a company in Sparks Nevada that needs to be spanked in a big way. They go by the names:

"Cash For Laptops", "Cash For iPads", "Cash For iPhones" and several others.

If you Google their phone number you will find literally hundreds if not thousands of complaints: 888-821-1143

In a nutshell this is their scam:

They quote you a price on line for as much as they will pay for various electronics, in our case 4 smart phones. Then they email you a quote for 15-20% of that amount and claim there is something wrong with what you sent them. Then they say you have 3 business days to make a decision but don't acknowledge your emails or phone calls during those 3 days. They don't answer the phone or return messages and then when those 3 days pass, claim your 3 day period has passed and they have already mailed you a check for 15% of what its worth and can't send your items back because they are already sold.

I feel it is time the authorities in Nevada took a very close look at the business practices of these people and that there are probably thousands of people out there that have been ripped off by this company. Melony, the company representative even acknowledged to me over the phone that they have had hundreds of complaints.

In our case, the 4 phones that I sent them were in perfect working order and cosmetically flawless. Their "we pay as much as" quote to me was \$1036.00. Their "here's what we are going to give you" quote was \$175.00. when i finally got someone on the phone and started arguing my case with them they agreed to another \$275 but that was like pulling teeth from a wild boar and was still only 43% of their "we pay as much as" quote. I asked them repeatedly after getting their first "after inspection quote" to send my phones back but they wouldn't, even though I contacted them within 3 business days of receiving those quotes. After asking to speak to the owner of the business, I was hung up on.

The smart phones were all originally purchased new and used by family members. They were in perfect working order and cosmetically flawless. They were sent to this company in their original boxes with everything that came in the original packages. They were AS GOOD AS BRAND NEW!

Here is the information about the specific phones I sent them, their "we pay as much as" quotes and what they actually paid. The phones were all sent together in one package.

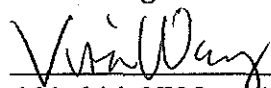
Sale ID	Description	Initial Quote	After Inspection Quote
504644	Galaxy Note 3 SM-N900A	\$323.00	\$51.00
504642	iPhone 5 32 GB	\$223.00	\$35.00
504643	iPhone 4S 16GB	\$157.00	\$37.00
514900	iPhone 5S 16GB	\$333.00	\$52.00
Total:		\$1036.00	\$175.00

After Threatening a lawsuit and contacting the Attorney Generals office they kicked in another: \$275.00

Grand total: \$450.00

I feel they still owe me: \$1036.00 minus \$450.00 = \$586.00

Sincerely,  
Viva Wang



661-644-2799 or 661-236-6718

PS. Here's the address we sent our phones to:

994 Glendale Ave.  
Sparks, Nevada  
89431  
phone: 888-821-1143



From: CashForLaptops Family of Websites support@cashforiphones.com  
Subject: Order 504642, Your Device Has Been Inspected  
Date: November 21, 2014 at 4:31 PM  
To: vivawang@ca.rr.com



Hi viva,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$35 for the device.

This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

iphone 5 32GB ATT

their quote  
\$ 223<sup>00</sup>

From: CashForLaptops Family of Websites support@cashforiphones.com  
Subject: Order 514900, Your Device Has Been Inspected  
Date: November 24, 2014 at 4:34 PM  
To: vivawang@ca.rr.com



Hi viva,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$52 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

1 phone SS 16GB ATT

THEIR QUOTE

~~\*\*\*\*\*~~

~~\*\*\*\*\*~~

333<sup>00</sup>

From: CashForLaptops Family of Websites support@cashforiphones.com  
Subject: Order 504644, Your Device Has Been Inspected  
Date: November 21, 2014 at 5:03 PM  
To: vivawang@ca.rr.com



Hi viva,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$51 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

GALAXY NOTE 3  
~~SM~~ SM-N900A

THEIR QUOTE  
\$ 323<sup>00</sup>

# Initial Quote for Apple iPhone 5S 16GB ATT

The Original  
 CashForLaptops business  
 since 2002

Select Your Model and Get An Initial Quote

## 1 Search & Find Your Device

## 2 See Your Initial Quote

### My iPhone:

- Powers on and works fine
- Does Not Power On
- Has a Damaged or Defective Screen
- Has a Bad Battery

OR

Depending on its condition, we can pay you as much as

# \$357

see terms and conditions

Press Continue to Proceed to final step

Continue ▶

Add Another Device ▶

Working or Not  
 Laptop, Smartphone, Tablet

## 3 Request FREE, prepaid, protective packaging

## My Cashbox

Sell now

- iPhone 5 32GB ATT \$223 → SALE ID 504642  
 Previously Sold
- iPhone 4S 16GB ATT \$157 → 504643  
 Previously Sold
- Galaxy Note 3 SM-N900A \$323 → 504644  
 Previously Sold
- iPhone 5S 16GB ATT \$357 → 511-  
 Remove

# \$1060

Add Another Device

### What's Next?

1. Complete the Sale of Device
2. Use free shipping label with the Post Office
3. Spend your cash!

## Search & Find Your Device

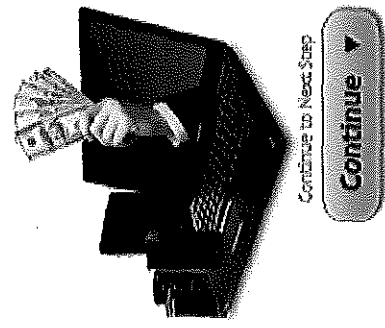
Select Your Model and Get An Initial Quote

The Original  
CashForLaptops business  
since 2002

### 1 Search & Find Your Device

Type model number : Dell XPS, iPhone, etc.

How do I find my model number?



### My Cashbox

iPhone 5S 16GB ATT  
\$333  
Previously Sold

No new items

~~iPhone 5S 16GB ATT~~ SMLC1D 514900

**\$333**

S2.-

Add Another Device

### 2 See Your Initial Quote

### 3 Request FREE, prepaid, protective packaging

### What's Next?

1. Complete the Sale of Device
2. Use free shipping label with the Post Office
3. Spend your cash!

Print

Date: Monday, November 24, 2014 10:05 PM  
 From: vivawang@ca.rr.com  
 To: CashForLaptops Family of Websites <support@cashforiphones.com>  
 Cc: vivawang@ca.rr.com, parsonseault@ca.rr.com, AGinfo@ag.nv.gov  
 Subject: Re: rder 504644, Order 504462, Order 504643, Order 514900 RETURN IMMEDIATELY

To: Cash For Iphones dot Com  
 994 Glendale Ave.  
 Sparks, NV. 89431

From: Viva Wang  
 23810 Robindale Pl  
 Valencia, Ca. 91354  
 661 236 6718

Mr. Thompson,

You should be ashamed of yourself and the company you represent. PLEASE RETURN THIS PHONE AND THE 3 OTHER PHONES I SENT YOU IMMEDIATELY or you are going to have a VERY BIG PROBLEM.

Are you familiar with the concept of "BAIT AND SWITCH"? You should be! It would appear that is the business model for your company. Please review attachments. Although your quotes mysteriously disappear from your website, I had the presence of mind to screen grab your quotes before they vanished. WHAT A SCAM YOU ARE RUNNING. You quoted me a price for as much as \$323.00 for my Galaxy Note 3 3 SM-N900A and once you inspected it say its only worth \$51.00

I personally used that phone for a few months, it was in perfect working order with not a single mark or scratch on it.

WHAT A LOAD OF CRAP.

I DEMAND SATISFACTION AND IF I DON'T GET IT WILL BE CONTACTING THE ATTORNEY GENERAL FOR THE STATE OF NEVADA AND WILL BE PAYING YOU A PERSONAL VISIT WITH MY LAWYER IN VERY SHORT ORDER.

HERE ARE THE 4 PHONES THAT YOU NEED TO IMMEDIATELY RETURN IF YOU'RE NOT LOOKING FOR A MAJOR HEADACHE:

1. Sale ID. 504644 Galaxy Note 3 SM-N900A your quote: \$323.00
2. Sale ID. 504462 iPhone 5 32 GB your quote: \$223.00
3. Sale ID. 504643 iPhone 4S 16GB your quote: \$157.00
4. Sale ID. 514900 iPhone 5S 16GB your quote: \$333.00

ALL OF THESE PHONES WERE USED BY FAMILY MEMBERS AND WERE IN PERFECT WORKING ORDER AND COSMETICALLY FLAWLESS.

YOU ALSO NEED TO SHIP THESE BACK TO ME ON YOUR DIME PACKED BETTER THAN THE CRUMBY PACKAGING YOU SENT ME. IF THESE ARE DAMAGED OR ALTERED IN ANY WAY UPON RECEIPT, let me repeat:

YOU ARE GOING TO HAVE A VERY BIG PROBLEM. I PROMISE!!!

Sincerely,

Viva Wang

----- Original Message -----

From: CashForLaptops Family of Websites  
 To: vivawang@ca.rr.com  
 Sent: Friday, November 21, 2014 4:31 PM  
 Subject: Order 504644, Your Device Has Been Inspected

Hi viva,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions you're owed \$51 for the device.

This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device.

Whats Next?

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson

Customer Satisfaction Champion



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100                  Phone: 702-486-3420  
 Fax: 775-684-1108                      Fax: 702-486-3768

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIJ  WCFU  
 (Stamp here)

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Vaquero Brian  
Last First MI

Your Address: 29 Remle Road Center Ossipee NH 03814  
Address Home City Cell State Zip

Your Phone Number: 603-539-2769 914-400-5059 914-619-8405  
Home Cell Work Fax

Email: Chiblana75@me.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Cash for Laptops.com, Cash for iPhones, ecycle Best

Individual/Contact: \_\_\_\_\_

Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Dr Sparks NV 89431  
Address City State Zip

Individual/Business Phone: 1-888-821-1143  
Work Mobile Fax

Individual/Business Email: Support@Cashforiphones.com

Individual/Business Web Site: \_\_\_\_\_

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check  Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.  
\_\_\_\_\_  
\_\_\_\_\_

Have you contacted another agency for assistance?  Yes  No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is: I sent my Black Iphone 4s to be appraised by Cashforlaptops. I requested a box to send my Iphone in and recieved it in approximately 5 days. I then sent my Iphone, the Charger & a Case to the Company. On Friday, December 5<sup>th</sup>, 2014; at 7:31 est, I recieved an email offering me \$18 for the value of my phone. As stated in the Companies terms and agreements I had 3 days to request my phone back. I tried calling the Saturday, Monday & Tuesday after to try and speak to someone about having my phone returned. After several failed attempts I was redirected to their purchasing department who then informed me that my phone had already been processed and I wouldn't be able to get it back. After several more minutes of trying to get my phone the woman I was speaking to offered me \$40 for my phone which I explained was no substitute for returning my phone. After several more stressful minutes I was disconnected without my phone.

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

Photo of shipping label, Copy of the terms (stating return option), 3 emails recieved from Cashforlaptops.



**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

Brian Vaquero  
Print Name

12/08/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

FROM:  
EMILIO VAGUERO  
29 REMUE RD  
CITY CENTER INT 03814 0325

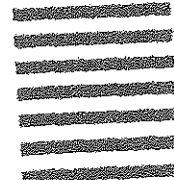
POSTAGE DUE COMPUTED  
BY POSTAGE DUE UNIT

POSTAGE  
TOTAL POSTAGE AND FEES DUE \$ \_\_\_\_\_

FIRST CLASS

0054

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



USPS TRACKING #



9321 8699 3200 0003 5729 19

271305

**MERCHANDISE RETURN LABEL**

PERMIT NO 18  
ECONOMY BEST COPY

SPARKS NV 89411  
RA CONEY ISLAND OR

POSTAGE DUE UNIT  
US POSTAL SERVICE  
750 4TH ST  
SPARKS NV 89431-7419

PLACE RETURN LABEL OVER ORIGINAL LABEL  
ABOVE AND SEAL BOX WITH THE STICKER.

●○○○○ Extended 

9:07 PM

78%  

cashforiphones.com

F. Should we, upon inspection of your device, decide to quote you a lower price than originally initially quoted, we will email you notice of such amount and **you will have three days to either accept or reject that new lower price.** The three days begins to run upon inspection of your device and our e-mailing you notice of intended payment either pursuant to the original initial quote or such value as we determine in our sole discretion. If you reject any subsequent quote prior to the elapsing of this three-day period, we will return your device to you within five days thereafter. **If you fail to either accept or reject the new quote within the three days or IF WE ARE UNABLE TO CONTACT YOU AND YOU FAIL TO CONTACT US BY PHONE WITHIN THESE 3 DAYS, YOU WILL BE DEEMED TO HAVE ACCEPTED THE NEW QUOTE/PAYMENT AND WE WILL HAVE PURCHASED YOUR DEVICE FOR THAT PRICE** and paid for pursuant to the terms of this agreement. **It is your responsibility to be available to receive a call or an e-mail for the purposes of our contacting you to notify you of such new**

# Brian -[Shipping Box Arrived]: Send In Your Apple iPhone 4S 8GB ATT

7 days ago 6:12 PM

From CashForLaptops Family of Websites

To chiblana75@me.com

Dear Brian,

• Send Us Your Apple Today or Tomorrow and Get Your Cash Faster!  
You've got the mailer !

• Remember Your Free Bonus Gift

Please ship it back within 5 business days, to receive a mystery Free Bonus Gift :)

• It's Easy, Convenient and FREE, with 3 convenient ways to send your Device via USPS!

- Give the prepaid return package to your USPS postal carrier,
- Drop off the package at the nearest USPS post office,
- Schedule a FREE pick-up using this link:

[>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!<<<<](#)

• Your cash is waiting for you...

But you do need to send us the Apple iPhone 4S 8GB ATT

If you have any questions, please don't hesitate to call now...

CashForLaptops family of websites 1-888-821-1143

Thanks, and get ready to enjoy that cash!

Brian

Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email

Cash for iPhones | Facebook | Twitter | Email

eCycle Best | Facebook | Twitter | Email

---

## *Frequently Asked Questions:*

• Will you erase all my data from my device?

First, make sure you have copied all of your important data onto another hard drive in your home. Then send your device to us for your QUICK CASH! As soon as we receive your device, our Technical Department performs a complete ERASE and REFORMAT of your device's hard drive. The privacy of your data is guaranteed.

• What do I need to send besides the device?

Just the adapter/charger if you have it. Don't worry about sending the manuals, CDs or instruction manuals.

• How soon do I get my cash?

In most transactions, THE VERY NEXT DAY! Wow, isn't that fast? We can pay you through your PayPal account or mail a check directly to you.

# Brian, Cash is Waiting For You! Ship now to get [ Your Bonus Gift! ]

6 days ago 6:19 PM

From CashForLaptops Family of Websites

To chiblana75@me.com

Dear Brian,

It's Brian with an important update on your CASH reserve for your iPhone 4S 8GB ATT:

- Accounting Has Allocated Your Cash Payment

I can't wait to send you the cash. But in order to do that, we must receive your device as soon as possible. The special EcycleBest / CashForLaptops pre-paid return shipping container has been sent to you. If you have not received it, call me at 1-888-821-11431-888-821-1143 .

- You Must Act TODAY to Receive Your Special Bonus Gift Card!

You've only got ONE DAY LEFT. Don't miss out on receiving your Special Bonus Gift Card. You're really going to love this easy to use Gift Card.

- PACKAGE RETURN INSTRUCTIONS

We've made it FAST and EASY to send us your package for CASH.

- You can give the return shipping container to your US Postal Carrier
- Or you can drop it off at your nearest US Post Office
- Best yet – you can schedule a Free Postal PICK-UP by clicking the link below:

>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!<<<<

***IVE REQUESTED OUR PAYMENT DEPARTMENT TO KEEP YOUR ACCOUNT ACTIVE. I'm watching out for you. DONT MISS OUT!***

Call me at 1-888-821-11431-888-821-1143 if you have any questions. I'm here to help.

***Your Countdown to Cash is ON! Don't miss out. Mail the package today!***

Thanks,

Brian

Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email

Cash for iPhones | Facebook | Twitter | Email

eCycle Best | Facebook | Twitter | Email

# Order 516689, Your Device Has Been Inspected

4 days ago 4:31 PM

From CashForLaptops Family of Websites

To chiblana75@me.com

Hi Brian,

Good news: your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$18 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

*What's Next?*

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

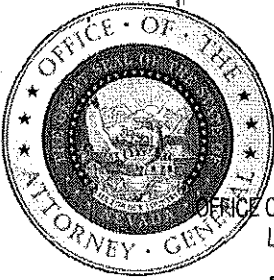
Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson

Customer Satisfaction Champion



**STATE OF NEVADA**  
**OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108	555 E. Washington Ave., #3900 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3768
<a href="http://www.ag.nv.gov">www.ag.nv.gov</a>	

*For official use only.*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
*(Stamp here)*

OFFICE OF THE ATTORNEY GENERAL  
 LAS VEGAS, NEVADA

DEC 16 2015  
 ADMINISTRATION

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

**SECTION 1.**

**COMPLAINANT INFORMATION**

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Black Evan E  
Last First MI

Your Address: 1800 Main Street #404 Dallas TX 75201  
Address City State Zip

Your Phone Number: N/A 903-819-2595 214-445-2819 N/A  
Home Cell Work Fax

Email: evan.black@me.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

**BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST**

Business/Provider Name: Laptop & Desktop Repair, LLC

Individual/Contact: Kruchin David CEO/Registered Agent  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Dr. Sparks NV 89431  
Address City State Zip

Individual/Business Phone: (888) 821-1143 (775) 544-1690  
Work Mobile Fax

Individual/Business Email: sales@cashforlaptops.com; iphonepartspro@gmail.com; zqz999@hotmail.com

Individual/Business Web Site: www.cashforiphones.com (they have several other d/b/a sites as well)

**SECTION 2.**

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3



How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

The attached demand letter I sent to the company explains my complaint; I have attached this to the letter. This company appears to be a classic case of the bait-and-switch business model--they offer a competitive rate for your phone or laptop, send you a box to send it in, and then once they have it in their possession they offer a fraction of the original quote (mine was 7% of the quote). Then they refuse to return the device to the original owner.

If you look up this company on the Better Business Bureau (reno.bbb.org), you will see that this tactic is extremely common with all its customers.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

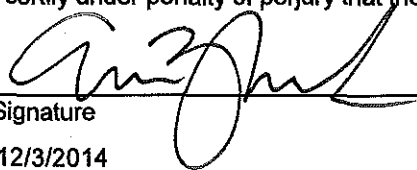


**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is not my private attorney, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does not represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature  
12/3/2014  
Date (mm/dd/yyyy)

Evan Black  
Print Name

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

**Ethnic Identification:**

**Primary Language:**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

December 11, 2014

Laptop & Desktop Repair, LLC  
d/b/a cashforiphones.com  
84 Coney Island Dr.  
Sparks, NV 89431

To Whom It May Concern:

On November 18, 2014, I received a quote via your website ([www.cashforiphones.com](http://www.cashforiphones.com)) for my Apple iPhone 5 64GB in the amount of \$227. The initial quote from your website is based on whether or not the iPhone in question "powers on and works fine" (see Appendix E), which mine did without any issues other than a few minor blemishes from normal wear and tear. On November 18, 2014, I mailed my iPhone in to your company. On November 22, 2014, it was received at your facility. On November 26, 2014, I received an email stating that my device had been inspected and, based on "up-to-the-minute market conditions", I was owed \$16 (7.0% of the original offer).

I rejected the initial offer on November 26, 2014 via email (see Appendix A). I never heard anything back from your company regarding my rejection, so I called on November 28, 2014, to speak with your customer service department. I was told on this call that the offer was already finalized and that there was nothing customer service could do; at this point I was transferred to the Purchasing Department. As I learned during this call and many subsequent calls, once a customer is transferred to the Purchasing Department they may wait on hold for up to 7 minutes; if no agent is available to speak with you during that 7 minute timeframe, the system automatically hangs up on the customer and the customer must start the entire process over again. Subsequent to these attempted calls, I rejected the offer of \$16 again via email (see Appendix B). After multiple attempts to reach the Purchasing Department by both myself and my virtual assistant, my assistant was able to get through and speak to Melanie. Melanie informed my assistant that the phone could not be returned because it had "already been processed" and that the only thing she could offer was an additional \$24, making the total offer for my iPhone \$40 (17.6% of the original offer). This offer was also rejected by me, both orally (once I finally got through on the phone to the Purchasing Department) and in writing (see Appendix C). Despite these rejections, on December 1, 2014, I received \$40 deposited into my PayPal account (see Appendix D). According to the terms and conditions provided on your website (see Appendix E), a person is given three days from the receipt of the offer to reject such offer and have the device mailed back. As documented herein, my rejection of both the initial and subsequent offers were communicated within three days of the receipt of such offer(s).

Please contact me within 10 days of the receipt of this letter to arrange the return of my iPhone 5 64GB or to pay me \$187 (the difference between the initial quote and the \$40 that was deposited into my PayPal account). If I do not hear from you by December 20, 2014, I will promptly file for relief in small claims court.

Sincerely,



Evan Black

Enclosure

[evan.black@me.com](mailto:evan.black@me.com)  
(903) 819-2595

APPENDIX A: Initial Rejection Letter - 11/26/2014

## Re: Order 516999, Your Device Has Been Inspected

7 days ago 11:21 PM

From Evan Black

To CashForLaptops Family of Websites

Content-Type: multipart/alternative; boundary=Apple-Mail-46D926DF-2E58-49C9-ADB9-617AA3AE0A7E  
Content-Transfer-Encoding: 7bit  
From: Evan Black <evan.black@me.com>  
Mime-Version: 1.0 (1.0)  
Subject: Re: Order 516999, Your Device Has Been Inspected  
Message-Id: <D07A9E1B-3BD9-4B78-84D9-5B5A602F62DF@me.com>  
Date: Wed, 26 Nov 2014 23:21:29 -0600  
References: <1417048422evan.black@me.com>  
In-Reply-To: <1417048422evan.black@me.com>  
To: CashForLaptops Family of Websites <support@cashforiphones.com>

If the answer is \$16 as the email says then please send me the phone back IMMEDIATELY.

*iPhone. iTypos. iApologize.*

On Nov 26, 2014, at 6:33 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Hi Evan,

Good news: your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$16 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

*What's Next?*

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson

Customer Satisfaction Champion

Appendix B: Second Rejection Letter - 11/28/2014

## Re: Order 516999, Your Device Has Been Inspected

5 days ago 3:15 PM

From Evan Black

To CashForLaptops Family of Websites

Content-Type: multipart/alternative; boundary=Apple-Mail-B9F7EAD6-6C0E-45BC-9D94-42EA63552C86  
Content-Transfer-Encoding: 7bit  
From: Evan Black <evan.black@me.com>  
Mime-Version: 1.0 (1.0)  
Subject: Re: Order 516999, Your Device Has Been Inspected  
Message-Id: <2E8AED14-997E-4728-88CB-518184B1B321@me.com>  
Date: Fri, 28 Nov 2014 15:15:18 -0600  
References: <1417048422evan.black@me.com>  
In-Reply-To: <1417048422evan.black@me.com>  
To: CashForLaptops Family of Websites <support@cashforiphones.com>

Under section F of your Terms & Conditions as clearly listed on your website, I REJECT the lower price offered to me as compared to my initial offer. Please return my phone immediately. This rejection is my second or third attempt to contact your company about my dissatisfaction with the offer. Based on your terms, this falls within my 3 day window.

Evan Black

*iPhone. iTypos. iApologize.*

On ~~Nov 26, 2014, at 6:33 PM~~, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Hi Evan,  
Good news: your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.  
Nothing to do now but receive your cash!  
After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions —you're owed \$16 for the device.  
This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.  
*What's Next?*  
No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.  
Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.  
Have an amazing day and look out for your payment!  
In Your Service,  
Peter Thompson  
Customer Satisfaction Champion

Appendix C: Amended Quote Rejection Letter - 11/28/2014

## Re: Order 516999, Your Device Has Been Inspected

5 days ago 6:44 PM

From Evan Black

To CashForLaptops Family of Websites

Content-Type: multipart/alternative; boundary=Apple-Mail-C9987290-2271-4841-A530-9799D81186F9  
Content-Transfer-Encoding: 7bit  
From: Evan Black <evan.black@me.com>  
Mime-Version: 1.0 (1.0)  
Subject: Re: Order 516999, Your Device Has Been Inspected  
Message-Id: <049DF9E9-B526-4BC8-A3A9-4E51B9F1658C@me.com>  
Date: Fri, 28 Nov 2014 18:44:07 -0600  
References: <0NFR0049VX60A1F0@nk11p00mm-smtpin013.mac.com>  
In-Reply-To: <0NFR0049VX60A1F0@nk11p00mm-smtpin013.mac.com>  
To: CashForLaptops Family of Websites <support@cashforiphones.com>

I am writing to formally REJECT the amended quote of \$40. Please return my iPhone as soon as possible.

*iPhone. iTypos. iApologize.*

On Nov 28, 2014, at 5:56 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Dear Evan,

Thank you for your email.

I see you have already talked to an agent after your email was sent. For additional questions, please feel free to contact our customer service department at 888-821-1143.

Respectfully,

Yesenia

[www.CashforLaptops.com](http://www.CashforLaptops.com)

[www.CashforiPhones.com](http://www.CashforiPhones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!

Appendix D: PayPal Transaction



- [Summary](#)
- [Activity](#)
- [Send & Request](#)
- [Wallet](#)
- [Shop](#)
  
- [Settings](#)
- [Help](#)
- [Log Out](#)

## Transaction details

**Payment Received** (Unique Transaction ID # 8RW7891151126281X)

**Sent by:** LDR LLC (The sender of this payment is **Verified**)

**Payment sent from:** sales@cash4laptops.com

**Payment sent to:** evan.black@me.com

---

### Business Contact Information

**Customer Service URL:** <http://www.cash4laptops.com>

**Customer Service Email:** [sales@cash4laptops.com](mailto:sales@cash4laptops.com)

**Customer Service Phone:** 888-821-1143

---

**Amount received:** \$40.00 USD

**Fee amount:** \$0.00 USD

**Net amount:** \$40.00 USD

[Issue a refund](#)

You have up to 60 days to refund the payment.

---

**Date:** Dec 1, 2014

**Time:** 05:27:20 PST

**Status:** Completed

---

**Subject:** You have MONEY from Cash4laptops & eCycleBest

**Payment type:** Instant

---

[Go to History](#)


- [Help](#)
- [Contact](#)
- [Security](#)
- [Feedback](#) (+)

© 1999-2014 PayPal. All rights reserved.

- [Privacy](#)
- [Legal](#)
- [Policy updates](#)

●●●○ AT&T

11:37 PM

33% 

cashforiphones.com

2 See Your Initial Quote

### My iPhone:

- Powers on and works fine
  - Does Not Power On
  - Has a Damaged or Defective Screen
  - Has a Bad Battery
- OR**

Depending on its condition,  
we can pay you as much as

# \$227

see terms and conditions

Working or Not

**Add Another Device** ▶

Laptop, Smartphone, Tablet

Press Continue to  
Proceed to final step

## Appendix F: Terms &amp; Conditions

Home ▶ Terms And Conditions

## Terms &amp; Conditions

## Basic Information about Cash for iPhones and the General Terms and Conditions

We offer services (the "Services") through which you can sell certain consumer electronic products (the "Products") after receiving an "initial quote" from us by identifying your Product and its condition and completing check-out on our website. You must agree to abide by the following terms in order to use the Services and/or our Website.

BY SETTING UP AN ACCOUNT, OR BY USING OUR WEB SITES, YOU SIGNIFY THAT YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS, WHICH MAY BE AMENDED AT ANY TIME BY POSTING THE AMENDED TERMS ON THE WEBSITES. ANY AMENDED TERMS WILL BE AUTOMATICALLY EFFECTIVE IMMEDIATELY AFTER THEY ARE POSTED.

We reserve the right to terminate or suspend your use of the Websites and/or the Services if you do not comply with this Agreement or any other policy or procedure, or for any other reason we determine, in our sole discretion.

**Basic Information**

These terms govern any initial quote that you receive to sell your Product to or through us. These terms, the terms that govern your use of the web sites ("Websites"), the Services and any and all applications included therein, which terms are located on our website, the terms of our privacy disclosures located on the website and any supplemental terms or policies that accompany a specific transaction, feature or application collectively make up an agreement between you and us (the "Agreement"). You acknowledge that this Agreement is in electronic form and has the same force and effect as an agreement in writing. In this Agreement, the term "you" or "your" means an individual or entity exercising rights under this Agreement, and the term "We," or "us" means our company and its affiliates and subsidiaries.

1. Requirements. In order to complete the sale of your Product to or through us or to complete any other transaction with us, you must: (i) Create an account with us; (ii) Provide true, up to date and accurate account information about yourself and any Product you submit to us; (iii) Comply with all terms and conditions of this Agreement; (iv) Comply with all applicable laws and regulations, including all import and export laws as described in Section 15 below; (v) Transact on behalf of yourself and not on behalf of others; and (vi) Have the legal capacity to enter into agreements and to convey title and interest in any Product that you submit to us. In order to receive payments for any Products we purchase from you, you must provide us with information including a valid email address at which you are able to receive email, a valid postal address at which you are able to receive mail, and your first and last name. We shall not be responsible for communication errors should your contact information be inaccurate or incomplete. You are responsible for ensuring that you can receive emails from us and we are not responsible for any emails that were not received by you because they were blocked or filtered as spam. You understand and agree that if you fail to provide us with accurate and up to date information about yourself: (a) we will not be responsible for any misapplied payments or payments sent to a wrong address, and (b) any unclaimed funds may be subject to collection by governmental authorities under applicable unclaimed funds and escheat laws. You agree that we have no obligation to you if any of your unclaimed funds are turned over to governmental authorities.

2. Product Eligibility. We determine, in our sole discretion, which Products are eligible for purchase by or through the Services and for which eligible Products we will provide an initial or subsequent quote. We may terminate the eligibility of certain Products at any time and without advanced notice.

3. A. **Initial quotes presented on the website.** All such **initial quotes are qualified and pending our evaluation** of your laptop, smartphone, tablet PC, or any other electronic device (hereinafter referred to as "device"). **No binding quote is made until we have had a chance to inspect the device that you send to us.** We reserve the right to refuse to purchase any item that you send us for any reason we deem, in our sole discretion, to be sensible. You must send us your device within the time period stated herein. All amounts are paid by company check and mailed to the address you provide to us during the initial quote process or by PayPal transfer per your designation. This usually takes five (5) business days from the date on which your device arrives and is inspected at our facility unless we need to speak to you directly about the quote we wish to make. We require prompt receipt of your device and we expedite this process of our inspection and processing of payment pursuant thereto as necessary to conform with objective conditions of fluctuating market prices, continuous changes in supply and demand governing our ability to pay up to a certain amount. **The timeframes set forth below are deemed necessary by these dictates of our business and you are acknowledging your understanding thereof and agreement thereto each by requesting the prepaid shipping materials and sending us your device as the result of accepting these terms on the checkout page.**

B. You agree to ship your device within **7** days of receiving the protective packaging. Delay in shipping may negatively affect the determination of value of the device. We determine the value of your device based on our systematic analysis of such devices and the current marketplace. Many factors are taken into consideration, such as the age of the device, the manufacturer and model of the device, the wear and tear apparent on the device, whether the device is usable and/or intact in nature and other elements that would affect its resale value or costs of repair to the device. If we decide to purchase your device whether at the initial quote or a lower quote, we immediately send out an email with the amount of payment based on the assessment. Your rights as to such payment are governed in paragraphs E and F, below. If we decide not to purchase the device, you will be given the option of allowing us to recycle the device in which case you will not receive any payment for the device. You must appropriately package the device you send us in order to protect it from harm during the shipping process. **You are solely responsible for any harm that comes to the device you send us if you fail to appropriately package the device prior to sending it.**

C. (a) Sending your item to us. **You are solely responsible for the risk of loss or damage of/ to your property while it is being shipped to us and while it is shipped from us to you, should we return the item to you.** We are responsible for risk-of-loss when we open the packaging containing your Product and ceases in the event we return your product to you for any reason. For the avoidance of doubt, in such event, risk of loss will be transferred to you once we deliver the package to the carrier for return to you and you will bear the risk-of-loss while the Product is in transit.

D. (b) Data Removal. We will endeavor to remove any data upon your hard drive or other media storage of your device and may reformat the drive in order to do so. However, **we cannot guarantee that all personally identifiable data or other sensitive or security related information will be removed from your drive or other memory devices by us.** Accordingly, you should remove any such information from your device before you send it to us. You agree to hold us harmless and indemnify us from any loss or injury resulting from your failure and our failure to remove such information prior to reselling or recycling the device that you send. We are not responsible for any loss suffered by you due to any data that is not erased from the device and becomes available to any third party subsequent to our final disposition of your device. **Remember to make all necessary backups or transfer of data from your device before you send it if you wish to keep or reuse any data that is stored on your device.**

E. Should you be given an initial quote via our website AND we, upon inspection of your device, agree to pay you that amount, **you are legally and contractually bound to sell us such device for the price initially quoted via the website once you have shipped the device to us.**

The Original  
CashForLaptops business  
since 2002

*I have traded in 4 iPhones  
over the years and each  
experience has been great.  
No hassles!*

– Brian R.

see testimonials

Optional Instant Cash  
with

PayPal

TRUSTE

GREEN  
Estate of Life

cash for  
iPhones

CycleBest.com  
The Best Deal!

cash for  
iPhones



F. Should we, upon inspection of your device, decide to quote you a lower price than originally initially quoted, we will email you notice of such amount and **you will have three days to either accept or reject that new lower price. The three days begins to run upon inspection of your device and our e-mailing you notice of intended payment either pursuant to the original initial quote or such value as we determine in our sole discretion.** If you reject any subsequent quote prior to the elapsing of this three-day period, we will return your device to you within five days thereafter. **If you fail to either accept or reject the new quote within the three days or IF WE ARE UNABLE TO CONTACT YOU AND YOU FAIL TO CONTACT US BY PHONE WITHIN THESE 3 DAYS, YOU WILL BE DEEMED TO HAVE ACCEPTED THE NEW QUOTE/PAYMENT AND WE WILL HAVE PURCHASED YOUR DEVICE FOR THAT PRICE** and paid for pursuant to the terms of this agreement. **It is your responsibility to be available to receive a call or an e-mail for the purposes of our contacting you to notify you of such new quote.** In all cases where you request the return of your device **by phone and within the three (3) days set forth above**, such device will be returned free of charge. Electronic Notices and Transactions. You agree to transact with us electronically, including without limitation, agreeing to terms and conditions or offering to sell your Product by electronic means. You authorize us to provide you with terms and important notices about our company and your transactions to an email address you provide to us or by posting notices on an applicable page (or my account area) on our website. It is your duty to keep your email address accurate and up to date and to maintain a valid email address and to ensure that emails we send you are not filtered or stopped by spam filters or other types of email blocking functionalities. It is **your responsibility** to ensure that e-mail from our company is **not discarded as SPAM**. If you no longer desire to transact electronically with us, you may no longer use the Websites.

G. Product Inspection; Quote Recalculation. Your Product must be received by us within ten (10) days after you accept the original quote provided by us and complete the check-out process on the Website (the "Delivery Period") or the quote shall automatically expire. Packing and shipping recommendations provided to you by We should be followed in order to avoid possible damage to or loss of the Product in transit. We will inspect all Products that are received. We have the option to accept or reject the Product, including without limitation, to reject any Product not conforming to the description you provided to us, any Product modified in such a way that it no longer conforms to the original factory specifications, any Product no longer complying with applicable laws or regulations (e.g., FCC rules, etc.) and/or any Product damaged or lost in transit. If we reject the Product for any of these reasons, the initial quote automatically expires and is rescinded. We reserve the right to revoke the initial quote and provide a revised quote for the Product or return your device if: (a) the Product and/or materials are not as described, (b) the Product is received by us after the Delivery Period, (c) we receive Product(s) that are different from those identified when your quote was calculated (d) market conditions have changed or (e) for any reason we determine is necessary.

H. Recalculated Product Quotes after Inspection. In the event we recalculate the initial quote provided for the Product after it has been received and inspected, as described above, you shall have the option of accepting or rejecting the new such quote. If you accept the new quote, you will be paid in normal course and in accordance with these service terms. If you reject the new quote, we will return the Product to you at the address from which it was originally sent. We will give you a period of three (3) days after we present you with a recalculated quote via email at the address you provided to accept or reject the new quote (the "New Quote Period"). However, if the new quote is neither affirmatively accepted nor rejected by you during the New Quote Period, the new quote will be deemed to have been accepted by you and you will be paid the new quote price in the normal course and in accordance with these service terms. For the avoidance of doubt, your acceptance of the initial quote and/or any new quote pursuant to these terms and conditions is final and you may not change your mind later about accepting such quote price.

I. Updating your information and email communication preferences: We want to communicate with you only if you want to hear from us. If you prefer not to receive information from us, please let us know by calling us FREE at 888-821-1143 or by sending us an Email. Be sure to include your Email address, full name, and specifically what information you do not want to receive. Please note that sometimes these requests may take up to 1-2 weeks to be effective. In addition, when you sell your electronics to us online, we may need to contact you via phone, Email or mail to address questions or issues specific to your order, or with a promotional offer. If you would like to opt out of any further communication after completion of the principal transaction(s), please use the opt out link in the email message sent to you or contact us via email including your Email address, full name, and specifically what information you do not want to be receiving from us in the future. If you would like to update or correct your Email address, street address or other personal information with us please contact us either by phone or email.

J. Fitness for Sale; Phone and Internet Service. You must have all right, title, and interest in any and all Products you seek to sell to us and all Products must be able to be activated for new service (unless the Product is incapable of being activated because it is in "Broken" condition). The Products and the sale and shipment of such Items to us: (a) must comply with all applicable laws, statutes, ordinances, including without limitation all import and export laws as described below, (b) may not infringe on third party intellectual property rights (including copyrights, trademarks, patents, trade secrets or other proprietary rights), and (c) shall not be counterfeit, stolen, or fraudulent. You represent and warrant that the Products are free of any liens or encumbrances, including third-party software which may not be transferred or for which royalties are due. By using the Services, you agree to indemnify us from all claims or losses sustained by us as a result of any breach of these representations and warranties. It is your responsibility to discontinue phone, Internet and/or any similar service on your Product prior to selling it to us. We are not responsible for any service charges related to your Product, whether you incur such charges before, during or after your use of the Services. It is also your responsibility to remove any security codes that would prevent use of any Product.

K. Lawful Sales Only. By agreeing to these terms and conditions and by shipping your device to us, you certify that you are the legal owner of the device that you send. You must own the right, title and all legal interest in the device you send us. Your sale and or shipment of any such item must not violate any law, regulation or statute of any jurisdiction. You may not unlawfully transfer or encumber any intellectual property, trademark, copyright, patent, software, license or other legal right or restriction via your shipping or selling of the shipped item. The item you ship must be free of all legal restrictions that would affect the value of the item, restrict your legal right to transfer ownership of the item (including the item itself, software present on the item, or hardware on or inside the item). You must refrain from violating any export laws or restrictions. The item you send (including all related materials, software and add on hardware) may not be counterfeited, stolen, or contain harmful or offensive content of any nature. You agree to hold us harmless and indemnify us from any and all loss of any nature, including fees, costs, judgments, liens and reasonable attorney's fees, arising from any threatened or actual legal action should you violate this term and condition of this Agreement.

L. Failure to Return Product or Contents Thereof. Under certain limited circumstances, at no fault of ours, we may not be able to return your item and you agree to hold us harmless from any loss regarding our failure, when outside of our control, to return your device to you. We will never under any circumstance duplicate or return any software or data contained on your device.

M. Legal title of your device passes to us when we agree to pay you the initial quote amount as shown on our website, you agree to accept a lower quote that we make to you or we send you notice of new quote and you do not call us within three (3) days requesting to receive return of your device or to have us recycle such device. All payments are sent as established by our normal course of business. If we do not agree to accept your product by way of purchase or as a machine to be recycled, then title does not pass to us. Title for all devices accepted for recycling passes to us when you agree to allow the device to be recycled. All decisions about whether or not we purchase your device and for what dollar amount are final. Any quote to purchase your device that we make is a non-transferable quote and also expires if not accepted by you in a timely manner, as described herein. At any time we may decide, without prior notice, to discontinue purchasing any particular or all items.

N. Errors. Should we make a material error in any representation of facts, information or offers to you, your sole recourse is to request the return of the item that you have sent to us. Your ability to request the return of the item elapses three days after your receipt of our email notifying you of the amount of the quote. In the event that you elect to cancel the transaction prior to the elapsing of the three days, we will return the item to you upon your request. Passing of Title. Title to the applicable Product passes to us upon our acceptance of the Product for the initial quote or the new quote, as applicable. If there is a Return Circumstance, title shall not pass and shall remain with you.

O. Non-Transferable. Any quote by us for your Product is non-transferable and not redeemable for any other consideration other than what is offered by us.

P. Promotions. From time to time, and at our sole discretion, we may offer promotional programs as an incentive to customers. Promotions applicable to payments are applied as an increment to the final value of a customer's Product, but they are not considered a change in that final value. Promotional programs have explicitly defined terms, including but not limited to, expiration, usage per person and per transaction, and other limitations and restrictions. Unless otherwise stated, promotions must be applied by you before checkout. For the avoidance of doubt, once checkout is completed, promotions cannot be applied to the same transaction. We reserve the right, in our sole discretion, to cancel or refuse promotions.

Q. Accuracy of all Information. We make every effort to ensure the accuracy of all information you receive in relation to your Product. From time to time, however, there may be typographical errors, technical inaccuracies, pricing or other errors or omissions. As such, we reserve the right, at any time prior to payment, to: (a) Correct an error. (b) Change the terms.

R. Privacy. We view protection of users' privacy as a very important community principle. When you use the Web Sites and the Services, we collect information about you. You agree that we may collect and use your information in accordance with the Privacy Policy, which you can review by going to the website: [privacy\\_policy](#), as the same may be updated from time to time. If you object to your information being transferred or used in this way please do not use our Web sites or services.

S. Access. You are responsible for obtaining at your own expense all equipment and services needed to access and use the Websites and the Services, including all devices, Internet browsers and Internet access. If you access the Website and the Services through a mobile or wireless device, you are responsible for all fees that your carrier may charge you for data, text messaging and other wireless access or communications services.

T. Use of Services. By using the Websites, you agree not to (i) access any of the Services by any means (including, without limitation, by use of scripts, web crawlers or similar methods) other than through the user interface provided by us; and (ii) engage in any other activity that interferes with or disrupts the Services or performance of the Websites.

U. No Warranties. WE PROVIDE THE SERVICES AND WEBSITES "AS IS," "WITH ALL FAULTS," AND "AS AVAILABLE," WITHOUT EXPRESS OR IMPLIED WARRANTIES OF ANY KIND. WE DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY, ACCURACY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND THE IMPLIED CONDITIONS OF SATISFACTORY QUALITY. WE MAKE NO REPRESENTATIONS THAT YOUR TRANSACTIONS WITH US WILL MEET YOUR REQUIREMENTS.

V. Limited Liability. IN NO EVENT SHALL THE COMPANY, ITS DIRECTORS, OFFICERS, EMPLOYEES, AFFILIATES, AGENTS OR CONTRACTORS BE LIABLE FOR ANY COMPENSATORY, DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, LOSS OF DATA, INCOME OR PROFIT, LOSS OF OR DAMAGE TO PROPERTY, OR ANY CLAIMS OF YOU OR OTHER THIRD PARTIES WHATSOEVER WITH RESPECT TO YOUR TRANSACTIONS WITH US UNDER THIS AGREEMENT. Some states do not allow the exclusion or limitation of liability of consequential or incidental damages, so the above exclusions may not apply to all users; in such states liability is limited to the fullest extent permitted by law.

W. Indemnity. You agree to indemnify, defend, and hold the company harmless, its parent, subsidiaries, affiliates, officers, directors, employees, agents, representatives, vendors and distributors from and against any and all claims, liabilities, damages, losses, costs, expenses, or fees (including reasonable attorneys' fees) that such parties may incur as a result of or arising from your (or anyone using your account's) violation or breach of any terms under this Agreement. We reserve the right to assume the exclusive defense and control of any matter otherwise subject to indemnification by you and, in such case, you agree to cooperate with our defense of such claim.

X. Entire Agreement/No Waiver. This Agreement constitutes the entire agreement of the parties with respect to the subject matter hereof. The captions are used only as a matter of convenience and are not to be considered a part of this agreement or be used in determining the intent of the parties to it. No waiver by us of any breach or default hereunder shall be deemed to be a waiver of any preceding or subsequent breach or default.

Y. Correction of Errors and Inaccuracies. The We Website and any correspondence related to a transaction may contain typographical errors or other errors or inaccuracies and may not be complete or current. We therefore reserve the right to correct any errors, inaccuracies or omissions and to change or update the Content at any time without prior notice. We do not, however, guarantee that any errors, inaccuracies, or omissions will be corrected.

Z. Modification. We reserve the right to modify this Agreement at any time. If you do not agree to the changes, you may discontinue using the Websites and/or the Services. Your continued use of any Website and/or Services after any such changes take effect constitutes your acceptance to such changes. Each time you submit a Product for sale to us, you reaffirm your acceptance of this Agreement as in effect at the time of such use. You are responsible for reviewing this Agreement each time you use the Websites and/or the Services. The Agreement is and will be located on the website. The last date this Agreement was revised is set forth below. Terms and conditions modifying the Agreement are effective immediately upon posting.

If you have any questions, concerns, or suggestions regarding the above Agreement, please feel free to email our [webmaster](#).

#### General Terms and Conditions

**THESE TERMS AND CONDITIONS ARE GOVERNED BY, AND CONSTRUED IN ACCORDANCE WITH, NEVADA LAW, AND NO CONFLICT OF LAWS OR PROVISIONS OF ANY JURISDICTION WILL APPLY TO THESE TERMS AND CONDITIONS. BY CHECKING THE BOX STATING "I AGREE TO THE TERMS AND CONDITIONS" AND THEREAFTER CLICKING ON "SELL NOW", YOU ARE AUTHORIZING THIS TRANSACTION PURSUANT TO ALL SUCH TERMS AND CONDITIONS. CHECKING THE BOX "I AGREE" FURTHER ACKNOWLEDGES YOUR AGREEMENT THAT ANY ACTION AT LAW OR IN EQUITY ARISING OUT OF OR RELATING TO THESE TERMS AND CONDITIONS WILL BE FILED ONLY IN STATE OR FEDERAL COURT LOCATED IN RENO, NEVADA AND YOU HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENT AND SUBMIT TO THE EXCLUSIVE JURISDICTION OF SUCH COURTS OVER ANY SUIT, ACTION, OR PROCEEDING ARISING OUT OF THESE TERMS AND CONDITIONS.**

**Entire Agreement. No Waiver.** This Agreement constitutes the entire agreement between the parties. Captions are used only as a matter of convenience and have no legal import. No waiver by us regarding any breach or default shall be deemed to be a waiver of any preceding or subsequent breach or default. Our website or other publications and communications may contain errors. We reserve the right to correct any errors in writing or orally with you. We strive to make every transaction fast and easy! Should you have any questions regarding these terms and conditions, please do not hesitate to call us at 1-888-634-4409 or email using the [Contact Us](#) page.

Dear Madam/Sir,

Attached you'll find my complaint form against Laptop & Desktop Repair, LLC aka EcycleBest aka Cash4Laptops, managed by Vadim Kruchinin aka David Kruchin. This business is rather difficult to contact and as such, I have attached additional information found through BBB and corporationwiki.com

Phone numbers related to cash-for-electronics websites:

Ecyclebest : (888) 634-4409  
Cash4Laptops: (888) 821-1143  
Laptop & Desktop Repair, LLC: (775) 473-7070  
LaptopAid, LLC: (800) 605-5028

Addresses related to cash-for-electronics websites:

994 Glendale Ave, Sparks, NV 89431 [Laptop & Desktop Repair LLC][Cash4Laptops]  
4900 Ampere Dr Reno, NV 89502 [same as above]  
84 Coney Island Dr. Sparks, NV 89431 [EcycleBest]

Websites operated include:

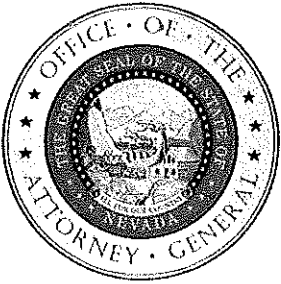
cash4laptops.com, cashforlaptops.com, cashforiphones.com, cashforberrys.com,  
cashforsmartphones.com, cashforapples.com, cashforipads.com, laptopaid.com, laptopaid.us,  
laptopzyx.com, cellphonecity.com, iphonepartspro.com, pei-jian.com, ecyclebest.com

Other businesses/Interests of Vadim Kruchinin:

Laptop & Desktop Repair, LLC; Baywood LLC; Reno and Sparks Property Management LLC;  
Coney Island 84 LLC; Insite Logistics; Laptop Aid

I hope this is of some assistance, and my apologies for not having a direct line.

Kind regards,  
Michael Warren



**STATE OF NEVADA**  
**OFFICE OF THE ATTORNEY GENERAL**

555 E. Washington Ave., #3900  
 Las Vegas, NV 89101  
 Phone: 702-486-3420  
 Fax: 702-486-3768

www.ag.nv.gov

*For official use only.*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
*(Stamp here)*

## HIGH TECH CRIME COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to the office location listed above. Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Warren Michael

Last First MI

Your Address: 4 Washington Square Village 6S, New York NY 10012

Address City State Zip

Your Phone Number: 213-479-9804

Home Cell Work Fax

Email: warrenm.dn@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Laptop & Desktop Repair, LLC aka EcycleBest aka Cash4Laptops

Individual/Contact: Kruchinin, Vadim aka David Kruchin aka Dave Kruch CEO

Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Sparks NV 89431

Address City State Zip

Individual/Business Phone: Business: 888-634-4409

Work Mobile Fax

Individual/Business Email: Business: support@ecyclebest.com

Individual/Business Web Site: http://www.ecyclebest.com, http://www.cash4laptops.com, etc.

IP Address: \_\_\_\_\_ IRC Server: \_\_\_\_\_

Chat Room Name: \_\_\_\_\_

Usenet Newsgroup: \_\_\_\_\_ Other: \_\_\_\_\_

**SECTION 2.**

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

**SECTION 3.**

Did you suffer a monetary loss other than from payments made?  Yes—Continue to Next Question  No—Skip to Section 4

Total amount of monetary loss? ~\$200 Date(s) of losses (mm/dd/yyyy): 12/9/2014

Please describe the nature of the monetary losses.

Initial quote for laptop ~\$216 (eBay trends laptop trade-in for similar amount). When the quote was dropped to \$16 I declined the offer and requested my property be returned but received this amount anyway.

**SECTION 4.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

Nov.8.2014 (approx): Sought website to trade-in laptop for money. I believe I did some research but evidently it was very superficial. Received quote of \$216, similar to eBay prices. Nov.10.2014 (approx): Received shipping box via United States Postal Service. Shipping confirmed Nov 21

Dec.3.2014: Received reevaluated quote of \$16. Checked website's ToS. Immediately contacted and rejected offer by email and phone, as per ToS, and was present by phone for 72 hours to reject any subsequent offer, as per ToS. Ensured I was entirely in the right regarding contract. Contacted Paypal to prevent any payment going through and was told to contact IC3 after losing property.

Dec.9.2014: Received confirmation of payment via Paypal. Contacted Paypal and BBB to address personal claim, contacted IC3 and Nevada BCP (not sure of jurisdiction) to ensure there were no future victims.

**SECTION 5.**

Have you contacted another agency for assistance?  Yes  No

If so, what is the agencies name, contact person's name, and contact information?

IC3	n/a	
Agency Name	Contact Person's Last Name	Contact Person's First Name
Contact Person's Phone	Contact Person's Email	

Date reported (mm/dd/yyyy): 12/9/2014 Report number (if known): Complaint ID: 11412091232279881

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 6.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

- 1) Email correspondences documenting refusal of offer
- 2) Partial log of calls to company

**SECTION 7.**

List any other known witnesses or victims. Please provide names, addresses, phone numbers, email addresses, and/or websites.

Mr. Kruchinin has about 10+ other websites (can be found via who.is) that have operated in the same manner for at least 13 years. Other victims can be found at:


bbb.org, ripoffreport.com, complaintsboard.com, pissedconsumer.com, trustpilot.com

**SECTION 8.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

\*  \*  
\_\_\_\_\_  
Signature

Michael Warren  
\_\_\_\_\_  
Print Name

12/9/2014  
Date (mm/dd/yyyy)

**SECTION 9. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

**Ethnic Identification:**

**Primary Language:**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

**Return original form to:**

Office of the Attorney General – ATTN: High Tech Crime Unit  
555 E. Washington Avenue, # 3900  
Las Vegas, NV 89101  
Fax: 702-486-3768

(Faxed copies will be accepted followed by original)

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

Michael Warren <warrenm[REDACTED]> (personal email)  
To: Ecyclebest <support@ecyclebest.com>

Wed, Dec 3, 2014 at 7:49 PM

★③

Peter,

Let me be more clear. I reject your offer. I want no new quote. I want the return of my device and expect to find it in the same material condition. Be forewarned that I have pictures of my laptop before it was sent. This e-mail is a valid notification of such single-handed rejection, qualifies as contact between buyer and seller, and pursuant to your Terms & Conditions, viz. §F, H, and M, I expect the return of my device free of charge, with shipping information provided.

Regards,  
Michael

②

On Wed, Dec 3, 2014 at 7:37 PM, Michael Warren <warrenm[REDACTED]> wrote:

Peter,

This is 7% of the online quote. I want my laptop returned immediately.

On Wed, Dec 3, 2014 at 7:31 PM, Ecyclebest <support@ecyclebest.com> wrote:

①

Hi Michael,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$16 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

**What's Next?**

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at





Actions ▾



+18886344409 [Add](#)

📞 12/4/14 6:12 PM 4 days ago 0 minutes long

[Call](#)

[Actions ▾](#)



+18886344409 [Add](#)

📞 12/4/14 1:22 PM 4 days ago 19 minutes long

[Call](#)

[Actions ▾](#)



+18886344409 [Add](#)

📞 12/4/14 11:26 AM 4 days ago 1 minute long

[Call](#)

[Actions ▾](#)



+18886344409 [Add](#)

📞 12/4/14 10:12 AM 5 days ago 0 minutes long

[Call](#)

[Actions ▾](#)



+18886344409 [Add](#)

📞 12/4/14 10:12 AM 5 days ago 6 minutes long

[Call](#)

[Actions ▾](#)



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108	555 E. Washington Ave., #3900 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3768
--	--

[www.ag.nv.gov](http://www.ag.nv.gov)

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIJ  WCFU  
[Stamp here]

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please **TYPE/PRINT** your complaint in dark ink. You must **write LEGIBLY**. All fields **MUST** be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Tipton Gary L

Your Address: 

Last	First	MI	
<u>613 2nd St NW</u>	<u>New Prague</u>	<u>MN</u>	<u>56071</u>
Address	City	State	Zip

Your Phone Number: 

<u>952-426-8078</u>	<u>952-426-8078</u>		
Home	Cell	Work	Fax

Email: pack1252@yahoo.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Laptop and Desktop Repair, LLC

Individual/Contact: \_\_\_\_\_

Individual/Business Address: 

Last	First	Job Title (Example: CEO)	
<u>84 Coney Island Drive</u>	<u>Sparks</u>	<u>NV</u> <u>89431</u>	
Address	City	State	Zip

Individual/Business Phone: 

<u>888-821-1143</u>		
Work	Mobile	Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: www.cashforlaptops.com OR www.cashforiphones.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint.** You may use additional sheets if necessary.

My complaint is:

I used their online site to get a quote for selling 2 iPhone 5's to them and got a quote for \$440. I then sent the phones to them and received a check for \$51. I emailed them and said I want the phones back and they said I would have to call them. I called, got put on hold, then the phone hung up. I want the phones back if they are not going to pay what they quoted.

*→ Now \$420<sup>00</sup>*

### SECTION 4.

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

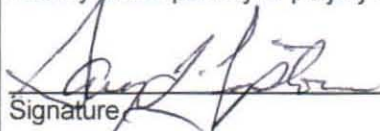


## SECTION 5.

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

Gary L Tipton

Print Name

12/16/2014

Date (mm/dd/yyyy)

## SECTION 6. (Optional)

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

### I am (mark all that apply):

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

### Ethnic Identification:

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

### Primary Language:

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Like 1.2k Follow 8+ 0

Sell iPhone | How It Works | About Us | Reviews

My Account | Contact Us

Sell Your iPhone by: MODEL | CONDITION | CARRIER

Learn More About: iPhone Recycling | Buy Back Programs | Trade-In's

Home > Estimator

# Initial Quote for Apple iPhone 5 16GB ATT

The Original  
CashForLaptops business  
since 2002

Select Your Model and Get An Initial Quote

## 1 Search & Find Your Device

## 2 See Your Initial Quote

### My iPhone:

- Powers on and works fine **OR**
- Does Not Power On
- Has a Damaged or Defective Screen
- Has a Bad Battery

Depending on its condition,  
we can pay you as much as

# \$207

see terms and conditions

Working or Not Press Continue to Proceed to final step

[Add Another Device >](#) [Continue >](#)

Laptop, Smartphone, Tablet

## 3 Request FREE, prepaid, protective packaging

## My Cashbox

[Sell now](#)

iPhone 5 32GB ATT  
**\$213** [Remove](#)

iPhone 5 16GB ATT  
**\$207** [Remove](#)

# \$420

[Add Another Device](#)

## What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

### Sell Your iPhone by Model

- iPhone 4
- iPhone 4s
- iPhone 5
- iPhone 5s
- iPhone 5c

### Sell Your iPhone by Condition

- New iPhone (out of the box)
- Old iPhone (barely used)
- Used iPhone (not damaged)
- Damaged iPhone (not broken)
- Broken iPhone (still works)
- Dead iPhone (not working)

### Sell Your iPhone by Carrier

- AT&T
- Boost Mobile
- Cricket
- MetroPCS
- Sprint
- Verizon
- Other Carrier
- Unlocked

### Other Resources

- [Help/FAQ](#)
- [Blog](#)
- [Resources](#)
- [Press](#)



---

**Subject:** Re: Re: Order 518650, Your Device Has Been Inspected

---

**From:** Gary Tipton (pack1252@yahoo.com)

---

**To:** support@cashforiphones.com;

---

**Date:** Tuesday, December 16, 2014 10:30 PM

---

The attached letter is to be given to a manager or supervisor immediately. Calling you does not work!!

On Saturday, December 13, 2014 10:30 AM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Dear Gary,

Thank you for your email. I understand you would like to have your device returned. All returns must be requested over the phone with our purchasing department not through emails. Please contact our Seller services department at 888-821-1143. Mon-Fri 6am-4PM

Respectfully,

Lissette

Customer Service

888-821-1143

Hours of operation: Mon-Fri, 7 a.m. to 4 p.m. PST



December 16, 2014

Gary Tipton  
613 2<sup>nd</sup> St NW  
New Prague, MN 56071  
952-426-8078

Laptop and Desktop Repair, LLC  
84 Coney Island Drive  
Sparks, NV 89431

Dear Sirs;

I used your website to get quotes for sending you 2 iPhones. The quotes were reasonable and I sent the phones to you. You have failed to honor your quotes. This is totally unacceptable.

I was given order numbers 518650 and 518651 for reference. The original quote was for a total of \$440 for the 2 phones. Instead, you sent a check for \$51.

Either pay the balance of the quote immediately or send the 2 phones back to me. I have tried calling you only to be hung up on. Therefore, this letter is being emailed to you for you to handle this error quickly.

You should also be aware, I am filing a formal complaint with the Nevada Attorney General in this matter as well.

I expect to have both phones, in the like new condition they were sent to you, or an additional check by no later than Monday, December 22, 2014.

Sincerely,

Gary L Tipton



---

**Subject:** Please call

---

**From:** CashForLaptops Family of Websites (support@cashforiphones.com)

---

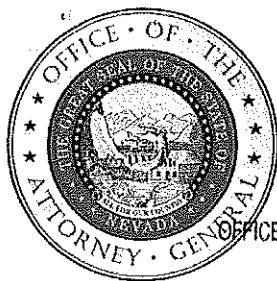
**To:** pack1252@yahoo.com;

---

**Date:** Tuesday, December 16, 2014 10:35 PM

---

We currently do not respond to emails. We would like to direct you to our customer service department to help with any questions you may have regarding your account or how the process works. Please call [888-821-1143](tel:888-821-1143) between 7am-4pm PST M-Fri.



STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

For official use only:

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
*(Stamp here)*

OFFICE OF THE ATTORNEY GENERAL  
LAS VEGAS, NEVADA

DEC 10 2013

ADMINISTRATION

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: HUNT William J.  
Last First MI

Your Address: 11728 INTERVALE RD. LAS VEGAS NV 89135  
Address City State Zip

Your Phone Number: 702-228-4371 702-378-3584 702-998-3913  
Home Cell Work Fax

Email: bill\_hunt@ag.nv.gov Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: CASH FOR IPHONES ORDER # 517394

Individual/Contact: CUSTOMER SERVICE REP, NAME UNKNOWN  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 CONEY ISLAND DRIVE SPARKS NV 89431  
Address City State Zip

Individual/Business Phone: 888-821-1143  
Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: WWW.CASHFORIPHONES.COM

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check

Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

\_\_\_\_\_  
Last First Phone

\_\_\_\_\_  
Address City State Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is: THE COMPANY'S WEBSITE ESTIMATED THE VALUE OF MY PHONE AT \$97.<sup>00</sup> I FOLLOWED ALL THE INSTRUCTIONS AND RECEIVED A CHECK FOR \$19.<sup>00</sup> I CALLED THE COMPANY THE NEXT BUSINESS DAY AND ASKED THEM TO RETURN MY PHONE. THEY SAID THEY COULDN'T BECAUSE IT HAD BEEN PROCESSED. THEY SAID THE PHONE HAD EXTENSIVE WEAR AND SCRATCHES, FRONT AND BACK. THAT IS NOT TRUE. THE PHONE WAS IN A HARD SHELL CASE SINCE NEW. ORDER # 517394

**SECTION 4.**

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

• COPY OF COMPANY WEBSITE WITH ESTIMATE

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

WILLIAM J. HUNT  
Print Name

12-8-2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Like 1.2k Follow 8+ 9

Sell iPhone How It Works About Us Reviews

My Account Contact Us

Sell Your iPhone by: MODEL | CONDITION | CARRIER

Learn More About: iPhone Recycling | Buy Back Programs | Trade-In's

Home > Estimator

## Initial Quote for Apple iPhone 4S 16GB ATT

The Original  
CashForLaptops business  
since 2002

Select Your Model and Get An Initial Quote

### 1 Search & Find Your Device

### 2 See Your Initial Quote

My iPhone:

- Powers on and works fine
  - Does Not Power On
  - Has a Damaged or Defective Screen
  - Has a Bad Battery
- OR

Depending on its condition,  
we can pay you as much as

# \$97

see terms and conditions

Working or Not

Press Continue to Proceed to final step

Add Another Device

Laptop, Smartphone, Tablet

Continue

### My Cashbox

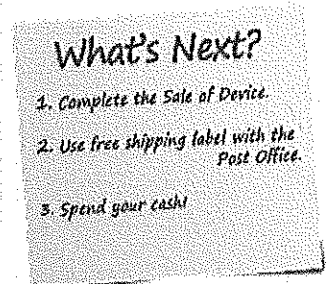
[Sell now](#)

iPhone 4S 16GB ATT  
\$97 Remove

# \$97

Add Another Device

### 3 Request FREE, prepaid, protective packaging



#### Sell Your iPhone by Model

- iPhone 4
- iPhone 4s
- iPhone 5
- iPhone 5s
- iPhone 5c

#### Sell Your iPhone by Condition

- New iPhone (out of the box)
- Old iPhone (barely used)
- Used iPhone (not damaged)
- Damaged iPhone (not broken)
- Broken iPhone (still works)
- Dead iPhone (not working)

#### Sell Your iPhone by Carrier

- AT&T
- Boost Mobile
- Cricket
- MetroPCS
- Sprint
- Verizon
- Other Carrier
- Unlocked

#### Other Resources

- Help/FAQ
- Blog
- Resources
- Press



OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.
Carson City, NV 89701
Phone: 775-684-1100
Fax: 775-684-1108

555 E. Washington Ave., #3900
Las Vegas, NV 89101
Phone: 702-486-3420
Fax: 702-486-3768

www.ag.nv.gov

Received by:
Date Received:
Complaint Type:
Referred to: BCP, GI, IFU, OML, MFU, MFCU, PIU, WCFU (Stamp here)

COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

SECTION 1.

COMPLAINANT INFORMATION

Salutation: [X] Mr. [ ] Mrs. [ ] Ms. [ ] Miss

Your Name: dorsey ron d

Your Address: 3337 mount carol drive San Diego California 92111

Your Phone Number: 213 925 1000

Email: doitall@san.rr.com Call me between 8am-5pm at: [ ] Home [X] Cell [ ] Work

Age: [ ] Under 18 [ ] 18-29 [ ] 30-39 [ ] 40-49 [ ] 50-59 [ ] 60 or older

BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: cashforlaptops.com

Individual/Contact:

Individual/Business Address: 84 coney island drive Sparks Nevada 89432

Individual/Business Phone: 888 8211143 877 732 2318

Individual/Business Email: support@cashforiphoes.com

Individual/Business Web Site: www.cashforlaptops.com

SECTION 2.

Did you make any payments to this individual or business? [ ] Yes-Continue to Next Question [X] No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? BBB of Nevada

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.**

My complaint is:

order number 515479 at cashforlaptops.com  
the support team wrote stating they were having difficulty gaining access to the 2 iPhone 4s phones I sent in for sale. they asked that I disable the find my iPhone feature which I tried repeatedly on line, on iCloud & on my current iPhone and the result according the the web page it said it was completed. Many times cashforlaptops wrote back claiming that I needed to disable the 2 iPhone 4s so I would go in and disable again and they would write back saying they could not access the iPhone due to the find my iPhone app being active. I have written somewhere between 5-7 times declaring that I did as they asked and if it is not working return my 2 iPhone 4s 32g phones. As well as asking that my iPhone be returned due to the difficulty they are encountering no one ever answered my direct emails. each time giving my name address phone number and order number to return the phones. but no one responded to any my requests. I called customer care on Dec 8th 2014 asking that the phones be returned. the customer care person put in the request on that date to have the phones returned. On dec 9th I received an offer of \$8. per phone which is not acceptable. I responded via email and told them I refuse the offer and am requesting that my 2 iPhones be returned. Today Dec. 10th 2014 I called and was able to connect with the same customer care person who I spoke with on Dec 8th asking for the return of my iPhones. She claimed she told me I had to wait for the completion of the inspection then request the return. I don't think that was the conversation I remembered. Never the less I repeated wrote asking for the return of my phones. she then said I needed to speak to the purchasing dept. to ask that my iPhones be returned. she connected me to a line that went busy then was disconnected. so I was not able to speak to the purchasing dept requesting that my 2 iPhones be

**SECTION 4.**

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

I have many emails I can copy and send but I am not sure they will all fit? this the last email from cashforlaptops and my reply,

On Dec 9, 2014, at 4:30 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:  
CashForLaptops Family of Websites <support@cashforiphones.com>  
Re: Order 515479, Your Device Has Been Inspected

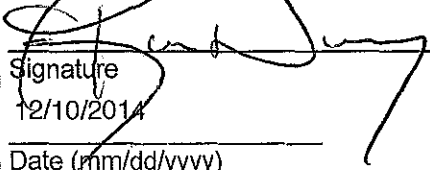
Hi ron

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature \_\_\_\_\_  
12/10/2014  
Date (mm/dd/yyyy)

ron dorsey  
Print Name \_\_\_\_\_

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



From: Ron Dorsey doitalt@san.nv.com  
Subject:  
Date: December 11, 2014 at 10:07 AM  
To:

---

Attorney General Nevada

I have filled a printed a complaint form from the office of the Attorney General's web site regarding the company Cashforlaptops.

When I printed the form some of what I had written did not print.

So I copied the entire entry from sections 3&4 and enclosed them on separate pages.

They are enclosed.

I understand the limits of you office but am aware that there are numerous complaints of the same sort all over the internet.

PS

I called Cashforlaptops.com twice this morning and was unsuccessful in getting through to the purchasing department.

This is the department you have to call to cancel the transaction.

Again I ask a rhetorical question if no one in purchasing answers the phone how does one cancel the transaction.

I have called again several times since this morning and I get one ring then busy.

Thank you for your time

Ron Dosey

213 925 1000

appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$8 for the device.

This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device.

What's Next?

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

my response

Hello I spoke to customer service yesterday December 8th and requested the return of the (TWO) phones to me.

(I refuse your \$8 offer)

and want my two iPhone 4s returned to me at the address below

thank you

Ron Dorsey  
3337 mount carol drive  
san diego ca 92111

213 925 1000

From: Ron Dorsey doital@san.rr.com  
Subject:  
Date: December 10, 2014 at 6:03 PM  
To:

order number 515479 at cashforlaptops.com  
the support team wrote stating they were having difficulty gaining access to the 2 iPhone 4s phones I sent in for sale. they asked that I disable the find my iPhone feature which I tried repeatedly on line, on iCloud & on my current iPhone and the result according to the web page it said it was completed. Many times cashforlaptops wrote back claiming that I needed to disable the 2 iPhone 4s so I would go in and disable again and they would write back saying they could not access the iPhone due to the find my iPhone app being active. I have written somewhere between 5-7 times declaring that I did as they asked and if it is not working return my 2 iPhone 4s 32g phones. As well as asking that my iPhone be returned due to the difficulty they are encountering no one ever answered my direct emails. each time giving my name address phone number and order number to return the phones. but no one responded to any my requests. I called customer care on Dec 8th 2014 asking that the phones be returned. the customer care person put in the request on that date to have the phones returned. On dec 9th I received an offer of \$8. per phone which is not acceptable. I responded via email and told them I refuse the offer and am requesting that my 2 iPhones be returned. Today Dec. 10th 2014 I called and was able to connect with the same customer care person who I spoke with on Dec 8th asking for the return of my iPhones. She claimed she told me I had to wait for the completion of the inspection then request the return. I don't think that was the conversation I remembered. Never the less I repeated wrote asking for the return of my phones. she then said I needed to speak to the purchasing dept. to ask that my iPhones be returned. she connected me to a line that went busy then was disconnected. so I was not able to speak to the purchasing dept requesting that my 2 iPhones be returned. I then wrote again please return my phones to me. I do not want to sell them at this time. It is my understanding if you don't talk to someone in purchasing and talk to them on the phone requesting a return with in three days of the offer you give up your phone and they pay you the offer. well if purchasing does not answer their lines with in 7 minutes of your call being connected to them you are disconnected. So how can a person conduct business with a business that does not answer their phone calls.

Ron Dorsey  
3337 mount carol drive  
san diego ca 92111  
213 925 1000

I have many emails I can copy and send but I am not sure they will all fit? this the last email from cashforlaptops and my reply,

On Dec 9, 2014, at 4:30 PM, CashForLaptops Family of Websites  
<support@cashforiphones.com> wrote:  
CashForLaptops Family of Websites <support@cashforiphones.com>  
Re: Order 515479, Your Device Has Been Inspected

Hi ron,

Good news: your device arrived safely at our facility and just received a professional



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

Like 2.3k Follow 8+1 6 Blog

<a href="#">How it Works</a>	<a href="#">About Us</a>	<a href="#">Testimonials</a>	<a href="#">Contact Us</a>	<a href="#">Login</a>	<a href="#">Register</a>
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HOME > ABOUT US

## About Us

### The Trusted Solution in Laptop Refurbishment Since 2002

Based in Sparks, Nevada, our company pioneered exchanging cash for old, used and broken laptops. Not only that: We are the first to come up with the idea of paying for the packaging and shipping fees of our customers. This is because we want individual and business consumers to reap the financial rewards of going green by becoming responsible laptop owners. We do business with three important goals in mind: Reduce, Reuse and Refurbish.

#### Business Built on Benefits.

We want to keep you and our environment happy. If you kiss that beat-up, cranky and hopeless laptop goodbye, we'll pay cold, hard cash. We will even go to great lengths to properly and ethically dispose of ewaste. The professional solutions we provide will afford you security and convenience. The protocols we observe will strongly aid environmental conservation.

#### Bye-Bye Old, Hello New.

You are one of the three types of laptop consumers: (A) the stayer, (B) the satisfied switcher and (C) the dissatisfied switcher. A's are loyal - they never switch brands and just want an upgrade. B's are go-getters - they want better options from better brands. C's are assertive - they have bleak options so they look for better brands. Whether you're an A, B or C, the goal is constant: to get rid of that unwanted laptop and make life so much easier. That's precisely what we're here for - to help you take the first step towards the right option, right here, right now, by giving a quote that will offset your next purchase and at the same time get rid of that clutter lying around the house or the office gathering dust.

#### Convenience Right at Your Fingertips.

Your time matters to us so we make sure that online transactions are hassle-free. A few taps on the keyboard, a few clicks on the mouse and you have a quote in less than a minute. Just to prove how dead serious we are in making sure that everything is easy as pie, we will limit ourselves to three no-brainer questions and give you a quote. Why bother with techy jargon? We buy any laptop that falls under the categories old, used and broken. If we meet on the same page, we'll buy what you're willing to sell. It'll also be great if you allow us to pay for the packaging box and shipping cost. This is how badly we want to help you discard that laptop that has "get rid of me" flashing on its monitor every time you turn it on - if it even powers on.

#### Trust is Our Trademark.

Safeguarding your online and offline information is our mission. We have VeriSign and TRUSTe certifications under our belt. Moreover, if you sell us your laptop, the first thing we'll do is reformat the hard disk and make sure every bit of data is deleted - no possible way to retrieve any information back. To us, your privacy is paramount.

#### The Good in Going Green.

How green are we? Green enough to be a Green Certified Site - a web badge we share with IBM, Harvard University and other organizations and companies that aim to keep their carbon footprint small. This means we operate our website using the least amount of energy possible so we generate the least amount of Carbon Dioxide (CO2). We also have a hard-earned recycling permit from the State of Nevada. Simply put, we take pains to inspect, disassemble, sort and process laptops to keep useful components and dispose of the useless ones. We only submit to the hard-and-fast rules of the existing state and federal solid-and hazardous-waste regulations. Selling your laptop into good hands means you contribute to keeping large quantities of toxic wastes like lead, mercury and cadmium out of landfills.

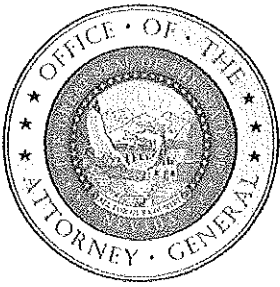
84 Coney Island Drive Sparks, NV 89432

[Home](#) | [Sell a Laptop](#) | [How it Works](#) | [FAQ](#) | [Privacy Policy](#) | [Press](#) | [Businesses Welcome](#) | [About Us](#) | [Contact Us](#) | [Referral Program](#) | [Laptop Resources](#) | [Sell Macbook](#) | [Blog](#) | [Testimonials](#) | [Terms & Conditions](#) | [Site Map](#) | [iPad Raffle](#)

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#### CashForLaptops Popular Searches

- |                                      |                                   |                                      |   |  |
|--------------------------------------|-----------------------------------|--------------------------------------|---|--|
| <a href="#">Sell Your Macbook</a>    | <a href="#">Sell My Laptop</a>    | <a href="#">Sell Acer Laptop</a>     | <a href="#">Recycle Laptop For Cash</a> | <a href="#">Recycle Laptops For Cash</a>       |
| <a href="#">Buy Used Laptops</a>     | <a href="#">Sell Used Laptops</a> | <a href="#">Sell Broken Laptop</a>   | <a href="#">Sell Asus Notebook</a>      | <a href="#">Sell Alienware Laptops</a>         |
| <a href="#">Trade In Old Laptops</a> | <a href="#">Trade In Laptops</a>  | <a href="#">Get Cash For Laptops</a> | <a href="#">Sell Old Laptops</a>        | <a href="#">Best Place To Sell Your Laptop</a> |
| <a href="#">Sell Laptops</a>         |                                   |                                      |   |  |



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701  
Phone: 775-684-1100 Fax: 775-684-1108

555 E. Washington Ave., #3900 Las Vegas, NV 89101  
Phone: 702-486-3420 Fax: 702-486-3768

[www.ag.nv.gov](http://www.ag.nv.gov)

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
[Stamp here]

12/15/14  
9:24  
LG

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Neel Joshua B  
Last First MI

Your Address: 1221 Foxtail Lane Crowley TX 76036  
Address City State Zip

Your Phone Number: N/A 936-546-6970 N/A N/A  
Home Cell Work Fax

Email: jneel04@gmail.com Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Laptop & Desktop Repair, LLC dba eCycle Best (ecyclebest.com)

Individual/Contact: Thompson Peter Customer Satisfaction Champion  
Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Drive Sparks NV 89431  
Address City State Zip

Individual/Business Phone: 888-634-4409  
Work Mobile Fax

Individual/Business Email: support@ecyclebest.com

Individual/Business Web Site: ecyclebest.com

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.**

My complaint is:

eCycle Best quoted me \$153 (pending inspection) on their website to buy my iPhone 4s. I mailed the phone to them in the box they provided on 11/26/2014. I received an email confirming their receipt of my device on 12/4/2014 and that their final price would be determined in 5-6 business days. On 12/5/2014 I received an email from them saying that my device had been inspected and their final offer was \$24. I responded that same day saying that I did not accept their offer of \$24 and gave them the option of paying me the original \$153 or send my phone back to me. They did not reply to my email. I sent a follow up email on 12/8/2014 explaining how I was getting the "run around" when trying to call their office. Basically I called one number (888-821-1143) and was placed on hold and then told I needed to speak with the "Purchasing Department" but after 7 or 8 minutes of holding for that department the system cut me off. When I attempted to call back it would ring twice and then hang up (as if the system recognized that I had already called that day and would not let me through). The same thing happened when I tried to calling 888-634-4409. I also tried 775-857-1878 and left a voicemail with the purchasing department but have not received a call back as of noon 12/9/2014. This is a bait and switch operation that is trying to get away with paying absurdly low prices for devices by shutting down communication with their customers once they receive the device. I want a reasonable price for my device, at least 70% of the original quote and not the 15.7% of the original quote that they offered. I have attempted to call both toll free numbers today (12/9/2014) and it rings twice and then hangs up on me.

### SECTION 4.

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.**

4 pages of emails from my Gmail account

**SECTION 5.**

**Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.**

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

*J. Neel*  
Signature

Joshua Neel  
Print Name

12/09/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No  
If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



Joshua Neel <jneel04@gmail.com>

---

**(no subject)**

2 messages

---

**Ecyclebest** <support@ecyclebest.com>  
Reply-To: ecyclebest.com  
To: jneel04@gmail.com

Mon, Dec 1, 2014 at 2:12 PM

---

**Joshua Neel** <jneel04@gmail.com>  
To: support@ecyclebest.com

Tue, Dec 2, 2014 at 7:57 AM

I received an email from you guys yesterday that had no subject and no content in the body, was this a mistake?

On Mon, Dec 1, 2014 at 2:12 PM, Ecyclebest <support@ecyclebest.com> wrote:

—  
Joshua B Neel





Joshua Neel <jneel04@gmail.com>

---

**Re: Re:**

1 message

---

**CashForLaptops Family of Websites** <support@cashforiphones.com>  
To: jneel04@gmail.com

Thu, Dec 4, 2014 at 11:25 AM

Dear Joshua,

Thank you for your email. We have received your device. It is now going through the inspection process which typically will take 5-6 business days. Once inspection of your device has been completed, we will issue your payment in 3 business days.

Respectfully,

Kevin

Customer Service

888-821-1143

[www.CashforLaptops.com](http://www.CashforLaptops.com)

[www.CashforiPhones.com](http://www.CashforiPhones.com)

Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today!  
Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!



Joshua Neel <jneel04@gmail.com>

---

## Order 513087 Status: Your Device Has Been Received

1 message

---

**Ecyclebest** <support@ecyclebest.com>

Thu, Dec 4, 2014 at 10:27 AM

To: jneel04@gmail.com

Dear Friend Joshua,

### **What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

### **What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**

Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email

Cash for iPhones | Facebook | Twitter | Email

eCycle Best | Facebook | Twitter | Email



Joshua Neel <jneel04@gmail.com>

---

## Order 513087, Your Device Has Been Inspected

3 messages

---

**Ecyclebest** <support@ecyclebest.com>  
To: jneel04@gmail.com

Fri, Dec 5, 2014 at 6:30 PM

Hi Joshua,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$24 for the device.

This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device.

### What's Next?

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

---

**Joshua Neel** <jneel04@gmail.com>  
To: Ecyclebest <support@ecyclebest.com>

Fri, Dec 5, 2014 at 10:34 PM

Absolutely NOT! You gave me an estimate of \$153 on your website. You can pay \$153 for my phone or return it to me by next Friday (December 12, 2014).

Sent from my iPhone  
[Quoted text hidden]

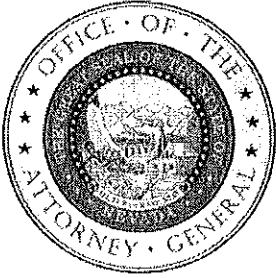
---

**Joshua Neel** <jneel04@gmail.com>  
To: Ecyclebest <support@ecyclebest.com>

Mon, Dec 8, 2014 at 3:52 PM

I've been getting the run around on the phone today trying to call your offices. When someone answers the phone they say that I need to speak with the purchasing department yet when they transfer me to that department I get cut off by your system after a few minutes on hold. When I try to call back it will ring twice and then give me a busy signal (basically checking to see if I've already called today from this number and then disconnecting me). You guys are running a bait and switch scam, you can expect to be reported to the BBB, my state's attorney general, Nevada's attorney general and whoever else will listen to my experience with this

OVER  
741



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100              Phone: 702-486-3420  
 Fax: 775-684-1108              Fax: 702-486-3768

[www.ag.nv.gov](http://www.ag.nv.gov)

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
 (Stamp here)

12/15/14  
 LG  
 9:53

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Winter Kenneth J  
 Last First MI

Your Address: 228 Deerfield Dr Pottsville Pa. +  
 Address City State Zip

Your Phone Number: 570-628-4313 570-617-9808 717-469-1469  
 Home Cell Work Fax

Email: kwinter@pa.gov Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: Ecycle Best

Individual/Contact: \_\_\_\_\_

Last First Job Title (Example: CEO)  
 Individual/Business Address: 84 Coney Island Drive Sparks Nevada 89432  
 Address City State Zip

Individual/Business Phone: 888-634-4409  
 Work Mobile Fax

Individual/Business Email: \_\_\_\_\_

Individual/Business Web Site: \_\_\_\_\_

### SECTION 2.

Did you make any payments to this individual or business?  Yes--Continue to Next Question  No--Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

I sent an iPhone 6 AT&T 1GB to recycle for an estimated quote of \$180. The phone had some minor scratches but was in good working condition and was still in use prior to me sending the phone to the company. I received an email that the phone was worth \$16 and I would receive a check for that amount. I immediately sent an email saying the \$16 was unacceptable and I wanted my phone sent back to me and I would pay for postage. I never received a response. I started to call the company and for four days I was on hold several times a day and would be disconnected. Finally on Wednesday December 3 I spoke with a representative from purchasing who advised me the phone was only worth \$16. After persisting with him about the price he said I would receive an additional \$14 to compensate me for my time. When I said this was still not an acceptable price, I was told that was the best he could do and he disconnected me again. The fact that it took me four days to speak with someone and by that time the phone was disassembled, is in my opinion, a poor business practice. The phone was worth more than the \$30 that I am supposed to be receiving.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Kenneth J. Winter  
Signature

Kenneth J. Winter  
Print Name

12/3/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



STATE OF NEVADA  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER PROTECTION  
 100 North Carson Street, Carson City, Nevada 89701-4717  
 Telephone (775)684-1169

# COMPLAINT FORM

Thank you for taking the time to complete this complaint. Consumer complaints are one of the primary sources of information upon which the Bureau of Consumer Protection relies to identify problem areas needing enforcement. If your complaint falls under the jurisdiction of another agency, the Bureau of Consumer Protection may forward your complaint to that agency.

**INSTRUCTIONS:** Please type or print your complaint in ink and complete the form fully.

## SECTION 1.

YOUR NAME		
Your First Name: <u>SCOTT</u>		
Your Last Name: <u>HANESACK</u>		
Your Address: <u>19 CENTERVIEW DRIVE</u>		
<u>TROY</u> (City)	<u>NY</u> (State)	<u>12180</u> (Zip)
Your Phone Number (#): _____		
Your Mobile #: <u>518-772-9743</u>		
Your Fax #: _____		
Your Email: <u>BOTTOMDOG1@YAHOO.COM</u>		
Are you older than 60 or Disabled: <u>NO</u>		

YOUR COMPLAINT IS AGAINST		
Individual/Business: <u>LAPTOP AND DESKTOP REPAIR, LLC</u>		
If Business, Contact Person: <u>KEVIN</u>		
Individual/Business Address: <u>84 CONEY ISLAND DRIVE</u>		
<u>SPARKS</u> (City)	<u>NV</u> (State)	<u>89431</u> (Zip)
Individual/Business Phone #: <u>888-821-1143</u>		
Individual/Business Mobile #: <u>775-954-0188</u>		
Individual/Business Mobile #: _____		
Individual/Business Mobile #: _____		
Individual/Business Mobile #: _____		

## SECTION 2.

Please detail the nature of your complaint against the above named individual or business. Include the "who, what, when, why, and where" of your complaint. You may use additional sheets if necessary.

My Complaint Is: I WENT ONTO THE "CASHFORIPHONES.COM" WEBSITE AND ENTERED THE MODEL OF MY TWO IPHONES (TWO 16GB-VERIZON IPHONE S) AND WAS QUOTED A PRICE OF \$243.00 FOR EACH ONE. THIS WAS NOVEMBER 13TH 2014. I PRINTED OUT MY POSTAGE PAID LABEL AND SHIPPED THEM OFF. I RECEIVED AN EMAIL ON NOVEMBER 24TH THAT THEY WERE RECEIVED. I THEN RECEIVED ANOTHER EMAIL ON NOVEMBER 26TH SAYING I WAS GETTING \$19 FOR EACH IPHONE! (\$38 TOTAL) I CONTACTED SOMEONE FROM THE COMPANY, AND

WAS TOLD I WOULD GET \$125.00 (\$250.00 TOTAL) + THE \$38.00  
HOWEVER ALL I HAVE RECEIVED IS CHECKS TALLING TO \$125.00  
\$125.00 FOR TWO IPHONE 16 GB IS NOT MARKET VALUE.

**SECTION 3.**

Sign and date this form. The Bureau of Consumer Protection can not process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Bureau of Consumer Protection does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Bureau of Consumer Protection of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. I authorize the Bureau of Consumer Protection to send my complaint and supporting documents to the individual or business identified in this complaint.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Scott A Hawesack

(Signature)

12/8/14

Date:

SCOTT A HAWESACK

(Print Name)

(Signature)

(Print Name)

Date:



212263



**LAPTOP AND DESKTOP REPAIR, LLC**

THE GADGET BUYING COMPANY  
84 CONEY ISLAND DR.  
SPARKS, NV 89431



All of us serving you®

94-169-1212

12/4/2014

PAY TO THE ORDER OF Scott Hanesack

\$\*\*87.00

Eighty-Seven and 00/100\*\*\*\*\*

DOLLARS

MEMO  
Scott Hanesack  
19 Centerview Dr  
Troy NY 12180



*[Signature]*  
AUTHORIZED SIGNATURE

⑈ 212263⑈ ⑆ 21206694 ⑆ 153756229610⑈

**LAPTOP AND DESKTOP REPAIR, LLC**

212263

Scott Hanesack

Date Type Reference  
12/4/2014 Bill

Original Amt.  
87.00

Balance Due  
87.00

12/4/2014  
Discount

Payment  
87.00

Check Amount

US Bank (current) - 96

87.00

211897



**LAPTOP AND DESKTOP REPAIR, LLC**

THE GADGET BUYING COMPANY  
84 CONEY ISLAND DR.  
SPARKS, NV 89431



94-169-1212

12/3/2014

PAY TO THE ORDER OF Scott Hanesack

\$ \*\*38.00

Thirty-Eight and 00/100

DOLLARS

Scott Hanesack  
19 Centerview Dr  
Troy NY 12180



AUTHORIZED SIGNATURE

MEMO

⑈ 211897⑈ ⑆ 121201694⑆ 153756229610⑈

LAPTOP AND DESKTOP REPAIR, LLC

211897

Scott Hanesack

12/3/2014

Date Type Reference  
12/3/2014 Bill

Original Amt. Balance Due  
38.00 38.00

Discount

Payment  
38.00

Check Amount

38.00



Get Cash Fast - *guaranteed*  
Excellent Service - *guaranteed*  
Best Process - *guaranteed*

Like 1.2k Follow 341 9

- Sell iPhone
- How It Works
- About Us
- Reviews
- My Account
- Contact Us

Sell Your iPhone by: MODEL | CONDITION | CARRIER Learn More About: iPhone Recycling | Buy Back Programs | Trade-In's

Home ▶ Estimator

## Initial Quote for Apple iPhone 5 16GB Verizon

### Select Your Model and Get An Initial Quote

1 Search & Find Your Device

2 See Your Initial Quote

#### My iPhone:

- Powers on and works fine **OR**
- Does Not Power On
  - Has a Damaged or Defective Screen
  - Has a Bad Battery

Depending on its condition, we can pay you as much as

# \$203

see terms and conditions

Working or Not Press Continue to Proceed to final step

**Add Another Device** ▶ **Continue** ▼

Laptop, Smartphone, Tablet

The Original CashForLaptops business since 2002

### My Cashbox

[Sell now](#)

iPhone 5 16GB Verizon  
\$203 [Remove](#)

# \$203

[Add Another Device](#)

3 Request FREE, prepaid, protective packaging

### What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

#### Sell Your iPhone by Model

- iPhone 4
- iPhone 4s
- iPhone 5
- iPhone 5s
- iPhone 5c

#### Sell Your iPhone by Condition

- New iPhone (out of the box)
- Old iPhone (barely used)
- Used iPhone (not damaged)
- Damaged iPhone (not broken)
- Broken iPhone (still works)

#### Sell Your iPhone by Carrier

- AT&T
- Boost Mobile
- Cricket
- MetroPCS
- Sprint
- Verizon
- Other Carrier
- Unlocked

#### Other Resources

- Help/FAQ
- Blog
- Resources
- Press

From: **CashForLaptops Family of Websites** support@cashforiphones.com  
Subject: **Order 511514, Your Device Has Been Inspected**  
Date: **November 26, 2014 at 7:32 PM**  
To: **Scott Hanesack** Bottomdog1@yahoo.com

---

Hi Scott,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$19 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your check in the mail!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

From: **CashForLaptops Family of Websites** support@cashforiphones.com  
Subject: **Re: Re: Order 511514, Your Device Has Been Inspected**  
Date: **November 28, 2014 at 3:02 PM**  
To: **Scott Hanesack** Bottomdog1@yahoo.com

---

Dear Scott,

Thank you for your email. I understand you would like to have your device returned. All returns must be requested over the phone not through emails. Please contact our Seller services department at 888-821-1143.

Respectfully,

Kevin

Customer Service

888-821-1143



OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.
Carson City, NV 89701
Phone: 775-684-1100
Fax: 775-684-1108

555 E. Washington Ave., #3900
Las Vegas, NV 89101
Phone: 702-486-3420
Fax: 702-486-3768

www.ag.nv.gov

Received by:
Date Received:
Complaint Type:
Referred to: BCP, GI, IFU, OML, MFU, MFCU, PIU, WCFU

12/19/14 LG 8/12

COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above...

INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

SECTION 1.

COMPLAINANT INFORMATION

Salutation: [X] Mr. [ ] Mrs. [ ] Ms. [ ] Miss

Your Name: Braun Michael P

Your Address: Last 266 E Rosewood Ave First San Antonio MI Texas 78212

Your Phone Number: Address 210 781-4015 City 210 787-0087 State none Zip none

Home Cell Work Fax

Email: mbraun85@satx.rr.com Call me between 8am-5pm at: [ ] Home [X] Cell [ ] Work

Age: [ ] Under 18 [ ] 18-29 [ ] 30-39 [ ] 40-49 [ ] 50-59 [X] 60 or older

BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: cashforiphones.com

Individual/Contact: Mr Vadim Kruchinin (AKA David Kruchin) President /CEO

Individual/Business Address: Last 84 Coney Island Dr First Sparks Job Title (Example: CEO) Nevada 89431

Individual/Business Phone: Address 1-888-821-1143 City Unknown State Unknown Zip

Work Mobile Fax

Individual/Business Email: Unknown

Individual/Business Web Site: www.cashforiphones.com

SECTION 2.

Did you make any payments to this individual or business? [ ] Yes-Continue to Next Question [X] No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone
Address	City	State
		Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

**SECTION 3.**

**Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.**

My complaint is:

Using there website I was offered \$127 for my iPhone 4S. After sending my phone in I received an email on 25 Nov 2014 at 7:31 PM informing me that I was going to be paid \$19. My phone was in pristine fully functional condition. The contract states that I had 3 business days to contact the company to refuse there offer. I tried calling the company on 27 Nov 2014, 9 times. On November 28th I tried calling the company 12 times. Finally at 3:35 PM I was able to get a representative that told me I needed to talk to a different rep. I was put on hold and was hung up on at 3:42. I immediately called back and got another rep who put me on hold again at 3:43. I was again hung up on at 3:42. I immediately called back at 3:51 and was told that I had called outside of business hours (7am to 4pm) and told to 'Have a wonderful day!' This morning I called at 7:26 and was put on hold until I was hung up on at 7:34. I immediately re-called at 7:36 and was put on hold for an extended time until it was FINALLY answered by Kevin D ( who refused to give me his last name.) I informed him that I refused the offer of \$19 and would like my phone sent back. He told me that it was outside of the 3 day period and they would not send it back. He also stated that it was my responsibility to contact them within the 3 day period and although he acknowledge that I had called and been put on hold and eventually hung up on it was still MY responsibility to contact them within the 3 day period. That's virtually impossible to do if they won't pick up the phone. Kevin D explained to me that the market had fallen out of the iPhone 4S and even though he didn't have to he would pay me \$40 for my iPhone. I asked him why their website was now saying my phone was worth \$113 and he said that the market had fallen for the iPhone 4S. This is a scam business and a scam website. There are literally hundreds of scam reports on this company. I've added some links for you to see. I'd like the original \$127 dollars. I'd

**SECTION 4.**

**List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint** (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

<http://www.bbb.org/reno/business-reviews/recycling-computers-and-other-electronics/laptop-and-desktop-repair-in-sparks-nv-4001245> (962 complaints filed)

<http://www.cnet.com/news/dont-get-scammed-when-selling-your-old-iphone-ask-maggie/>

<http://www.yelp.com/biz/cash-for-laptops-reno>

<http://scamsreports.blogspot.com/2013/10/cash-for-iphones-is-scam-read-these-complaints.html#ax773KP71Is3i4>

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

Michael P. Braun  
Signature

Michael P. Braun  
Print Name

12/04/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

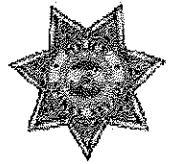
Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



SPARKS POLICE DEPARTMENT SUMMARY INCIDENT REPORT



REPORT NUMBER: CR140000011374

INCIDENT INFORMATION						
INCIDENT CODE <b>00</b>	INCIDENT TYPE <b>THEFT \$50-199 OTHER</b>	INITIAL <b>X</b>	DATE/TIME STARTED <b>11/09/2014 03:20 PM</b>	DATE/TIME ENDED <b>12/02/2014 03:20 PM</b>	DATE/TIME REPORTED <b>12/02/2014 03:30 PM</b>	
REPORT FILED FROM <b>***</b>	TRACKING NUMBER <b>T14001027</b>	LOCATION OF OCCURRENCE <b>84 Coney Island Dr, Sparks, NV</b>			APPROVED BY: <b>053/Suzanne Gurinskas</b>	
LOCATION TYPE <b>Office Building</b>	THEFT TYPE <b>Other</b>	METHOD OF ENTRY	METHOD OF EXIT	PT OF ENTRY	PT OF EXIT	ENTRY LOC

PERSON LISTINGS										
	TYPE <b>VM</b>	LAST NAME <b>Braun</b>	FIRST NAME <b>Michael</b>	MIDDLE NAME	DOB <b>***</b>	RACE <b>***</b>	SEX <b>*</b>	DRIVER LIC NO	LIC ST	
	SSN	ETHNICITY	RESIDENT	EYE COLOR <b>***</b>	HAIR COLOR <b>***</b>	AGE	HEIGHT <b>601</b>	WEIGHT <b>193</b>	CELL PHONE	
<b>1</b>	EMAIL <b>mbraun86@satx.rr.com</b>		RESIDENCE ADDRESS <b>***</b>					HOME PHONE		
	EMPLOYER NAME		BUSINESS ADDRESS <b>***</b>					WORK PHONE		

PROPERTY LISTINGS						
	INVL <b>S</b>	ITEM <b>Other Items</b>	QUANTITY <b>1</b>	BRAND <b>Apple</b>	MODEL <b>iPhone 4S 16 GB</b>	
<b>1</b>	SERIAL NO		OWNER APPLIED NO	COLOR <b>Black</b>	MKT VALUE <b>\$127.00</b>	DMG VALUE <b>\$</b>
	DESCRIPTION <b>Apple iPhone 4S 16 GB</b>					

NARRATIVE
<p>Sold my phone to www.cashforiphones.com for \$127. They are a scam business located at 84 Coney Island Dr, Sparks NV 89431. Phone Number 888-821-1143.</p> <p>The phone was in fully functional pristine condition. On the 25 Nov at 7:31 PM I received a letter saying they were going to pay me \$19. I called (today 29 Nov) and was told that the market had fallen out of the iPhone 4S and they would give me \$40. I asked why their own website stated that my phone was STILL worth at least \$113 Kevin D ( would not give me a last name) just rambled on about the market falling out. I asked that they return the phone. He refused saying that I had exceeded the 3 days as stipulated by the contract. To be clear I called 800 821-1143 9 times on the 27 Nov 2014. I called 13 times on Nov 28th. I was FINALLY able to contact a rep who put me on hold until I was hung up on. I immediately called back and was put on hold again until I was finally hung up on again I recalled immediately again and was told that they were closed.</p> <p>Although today (29 Nov) Kevin D DID ACKNOWLEDGE that I had tried to call them within the 3 day period he told me that it was MY responsibility to contact them within the time period. That's pretty hard to do if they won't pick up the phone. This is a scam business with a whopping 962 complaints against them with the BBB of Nevada. Please take a moment to Google "cash for iPhones scam" and</p>

**REPORT NUMBER: CR140000011374**

take a look for yourself. Cash for iPhones stole my phone. There address is 84 Coney Island Dr, Sparks ,Nevada 89431. There telephone number is 888 821-1143.

I am willing to prosecute.



# San Antonio Police Department

Offense Case # SAPD14265097	Incident Type OFFENSE	CFS Number SAPD-2014-1159777
Primary Offense THEFT \$50 - \$500		Page 1 of 2
Date / Time Occurred 11/25/2014 19:31 to 11/29/2014 11:01		Date / Time Reported 11/30/2014 00:51

Situation Found <b>Theft</b>	Type Of Search None	Location Given By Dispatcher 266 E ROSEWOOD AVE	Related Case #
Motor Vehicle	Arson	Damage Value	Clearance OPEN

### Elements of the Incident

Confidential
  Domestic Violence
  Drive by Shooting
  Gang Related
  High Profile
  Juvenile Related
  Video Surveillance Available
  Video Surveillance Received

Street Address 266 E ROSEWOOD AVE		Unit Type	
Unit No.	City SAN ANTONIO	State Texas	Zip 78212
Floor No.	District 2220	County Bexar County	Building No.

<input type="checkbox"/> Notified Detective	Detective Name	Detective Unit Type	Detective Badge #
<input type="checkbox"/> Notified Supervisor	Supervisor Name	Supervisor Unit Type	Supervisor Badge #
<input type="checkbox"/> Notified Medical Examiner	Medical Examiner Name	Medical Examiner Unit Type	Medical Examiner Badge #
<input type="checkbox"/> Notified Crisis Response Team	Crisis Response Name		
<input type="checkbox"/> Priority Notification	Priority Name		
<input type="checkbox"/> Notified Victim	Explanation		
<input type="checkbox"/> CSI Requested	CSI Name	CSI Unit Type	CSI Badge #
<input type="checkbox"/> BOLO	Reporting Officer ALANIZ, BRENDA	Employee Number	
Badge # 9455	Assignment Communications		

<input checked="" type="checkbox"/> Primary Offense	Report Offense THEFT \$50 - \$500
UCR Category 230249	Attempted Completed Completed
Premise Other/Unknown	Circumstances
Weapon Brand	Weapon Model
Criminal Activity 1	Criminal Activity 2
	Weapon UNKNOWN
	Weapon Color
	Criminal Activity 3

<b>VICTIM</b>	<input type="checkbox"/> Business			
Last Name BRAUN	First Name MICHAEL	Middle Name	Nickname	Suffix
Race UNKNOWN	Sex Male	SSN	Height	Weight
Preferred	Home Phone 210-787-0087	Cell Phone	Date of Birth 08/24/1954	Age 60
Driver's License #	DL State	Place of Birth	Email Address MBRAUN86@SATX.PP.COM	Age Range to

Victim Address	
Street Address 266 E ROSEWOOD AVE	Unit Type
Unit No.	City SAN ANTONIO
State Texas	Zip 78212
Building No.	Floor No.
<input type="checkbox"/> Student	Employer
	Occupation

Victim Employer Address	
Street Address	Unit Type
Unit No.	City
State	Zip
Building No.	Floor No.



# San Antonio Police Department

Offense Case # SAPD14265097	Incident Type OFFENSE	CFS Number SAPD-2014-1159777
Primary Offense THEFT \$50 - \$500		Page 2 of 2
Date / Time Occurred 11/25/2014 19:31 to 11/29/2014 11:01		Date / Time Reported 11/30/2014 00:51

**Details**

Work Phone	Hours of Employment to	Hair Color	Eye Color
Build	Ethnicity Non-Hispanic	Injury None	Victim Condition Unknown
Victim-Offender Code	<input type="checkbox"/> Cohabitant	Under Influence of Alcohol <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk	Under Influence of Drugs <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk

**Associated Offenses**

Offense: THEFT \$50 - \$500  Associated With Victim

<b>PROPERTY</b>	<input type="checkbox"/> Evidence	Property Tag#	Quantity 1	Category PROPERTY	Action STOLEN/ETC.
Property Type		Owner Victim: BRAUN, MICHAEL			Value \$127.00
Brand APPLE	Model 4S	Color ALUMINUM		Serial Number	
SRN/NIC Number	UCR Code	Secondary Action			Secondary Value
Date Recovered					
Additional Description					
IPHONE 4S 16GB SOLD TO WWW.CASHFORIPHONES.COM 800-821-1143 THERE ADDRESS IS 84 CONEY ISLAND DR, SPARKS ,NEVADA 89431.					

**Associated Offenses**

Offense: THEFT \$50 - \$500  Associated With Property

Narrative Legend  
V1 = BRAUN, MICHAEL

**Narrative Information**  
**online report**

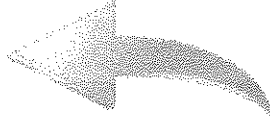
Sold my phone to [www.cashforiphones.com](http://www.cashforiphones.com) for \$127. The phone was in fully functional pristine condition. On the 25 Nov at 7:31 PM I received a letter saying they were going to pay me \$19. I called (today 29 Nov) and was told that the market had fallen out of the iPhone 4S and they would give me \$40. I asked why their own website stated that my phone was STILL worth at least \$113 agent ( would not give me a last name) just rambled on about the market falling out. I asked that they return the phone. He refused saying that I had exceeded the 3 days as stipulated by the contract. To be clear I called 9 times on the 27 Nov 2014. I called 13 times on Nov 28th. I was FINALLY able to contact a rep who put me on hold until I was hung up on. I immediately called back and was put on hold again until I was finally hung up on again I recalled immediately again and was told that they were closed. Although today (29 Nov) same agnet DID ACKNOWLEDGE that I had tried to call them within the 3 day period he told me that it was MY responsibility to contact them within the time period. That's pretty hard to do if they won't pick up the phone. This is a scam business with a whopping 962 complaints against them with the BBB of Nevada. Please take a moment to Google "cash for iPhones scam" and take a look for yourself. Cash for iPhones stole my phone.



# Packing Slip

84 Coney Island Dr  
Sparks, NV 89431  
1-888-821-1143

**IMPORTANT**  
Send this Packing Slip  
back with your device.



<b>Order Date:</b>	11/09/14
<b>Name:</b>	Michael Braun
<b>Address:</b>	266 E ROSEWOOD AVE
<b>City, State, Zip:</b>	San Antonio, TX 78212
<b>Phone:</b>	210-781-4015
<b>Email:</b>	mbraun86@satx.rr.com
<b>Shipment Number:</b>	265773
<b>Device(s):</b>	Apple iPhone 4S 16GB Verizon



**IMPORTANT!** Before mailing your device, please make sure you **TURN OFF** the **Find my iPhone** feature.

Learn how to switch off this setting here:

[www.ecyclebest.com/faq/find-my-iphone](http://www.ecyclebest.com/faq/find-my-iphone)

Turning off **Find my iPhone** helps the buyer inspect your device faster which means you get paid sooner.


Braun, Michael

509816

336471



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VIP Status. Luxury  
With...

# READ MESSAGE

Usage 85% of 100 MB

Compose Get Mail Search Mail Address Book Settings Log Out

Reply Reply All Forward View Header Delete Report SPAM Printable View Move to:

Inbox (19)

<< Prev | Next >>

Drafts

CH® / AAdvantage® Card Earn 30,000 AAdvantage® Miles. First checked bag free. Learn More!

Sent Mail

From: CashForLaptops Family of Websites <support@cashforiphones.com>

Deleted Items

To: mbraun86@satx.rr.com

Junk Mail (1)

Cc:

Subject: Order 509816 Status: Your Device Has Been Received

Priority: Normal Date: Sunday, November 23, 2014 11:56 AM Size: 7 KB

Manage Folders

Deleted Messages  
Notes  
Sent Messages

Dear Friend Michael,  
**What is Happening?**  
We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email  
**What do you need to do?**  
Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:  
We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,  
**Brian**  
Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email  
Cash for iPhones | Facebook | Twitter | Email  
eCycle Best | Facebook | Twitter | Email

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Book Select Hotels  
With Amex Travel  
by 10/31 and Save 20-50%!  
[www.amextravel.com](http://www.amextravel.com)

Sponsored Links



# READ MESSAGE

Usage 8% of 10.0 MB

Compose Get Mail Search Mail Address Book Settings Log Out

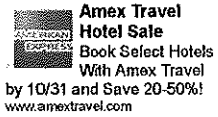
Reply Reply All Forward View Header Delete Report SPAM Printable View Move to:

<< Prev | Next >>

- Inbox (17)
- Drafts
- Sent Mail
- Deleted Items
- Junk Mail (1)
- Manage Folders

- Deleted Messages
- Notes
- Sent Messages

Sponsored Links



Offer: AAdvantage® Card Earn 30,000 AAdvantage® Miles. First checked bag free. Learn More!

From: CashForLaptops Family of Websites <support@cashforiphones.com>

To: mbraun86@satx.rr.com

Cc:

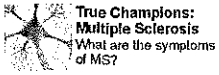
Subject: Order 509816, Your Device Has Been Inspected

Priority: Normal Date: Tuesday, November 25, 2014 7:31 PM Size: 5 KB

Hi Michael,  
**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors. Nothing to do now but receive your cash!  
 After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$19 for the device. This is the same amount we'd pay everyone else for the same device right now, and it follows the Terms & Conditions we agreed upon when you sent your device.  
 What's Next?  
 No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be mailing you your check.  
 Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it. Have an amazing day and look out for your check in the mail!  
 In Your Service,  
 Peter Thompson  
 Customer Satisfaction Champion

Previous Message | Next Message

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READ MESSAGE

Usage

7% of 100 MB

Compose Get Mail Search Mail Address Book Settings Log Out

Reply Reply All Forward View Header Delete Report SPAM Printable View Move to:

<< Prev | Next >>

Inbox (7)

Drafts

Sent Mail

Deleted Items (20)

Junk Mail

Manage Folders

Deleted Messages
Notes
Sent Messages

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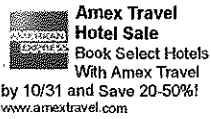
From: mbraun86@satx.rr.com
To: CashForLaptops Family of Websites <support@cashforiphones.com>
Cc:

Subject: Re: Order 509816, Your Device Has Been Inspected
Priority: Normal Date: Thursday, November 27, 2014 9:56 AM Size: 762 Bytes

19 dollars? Are you kidding? My iPhone was in PERFECT condition when I sent it to you. This is absolutely RIDICULOUS!!
Send it back!

----- CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Sponsored Links

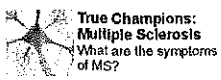


Previous Message | Next Message

zulily
WINTER FINDS
up to 70% off
shop >



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Usage: 75% of 10.0 MB

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Reply Reply All Forward View Header Delete Report SPAM Printable View Move to:

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Inbox (7)

Drafts

Sent Mail

Deleted Items (20)

Junk Mail

Manage Folders

- Deleted Messages
- Notes
- Sent Messages

Get! AAdvantage® Card Earn 30,000 AAdvantage® Miles. First checked bag free. Learn More!

From: mbraun86@satx.rr.com  
 To: CashForLaptops Family of Websites <support@cashforiphones.com>  
 Cc:

Subject: Re: Order 509816, Your Device Has Been Inspected  
 Priority: Normal Date: Thursday, November 27, 2014 10:12 AM Size: 765 Bytes

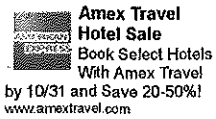
I reject your offer. Send my iPhone back.

Michael Braun  
 2656 E Rosewood Ave  
 San Antonio, Texas 78212

mbraun86@satx.rr.com Order 509816

----- CashForLaptops Family of Websites <support@cashforiphones.com> wrote:


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[Reply](#) [Reply All](#) [Forward](#) [View Header](#) [Delete](#) [Report SPAM](#) [Printable View](#) [Move to:](#)

<< [Prev](#) | [Next](#) >>

Inbox (19)

Drafts

Sent Mail

Deleted Items

Junk Mail (1)

Manage Folders

Deleted Messages  
Notes  
Sent Messages

Off@ / AAAdvantage® Card **Earn 30,000 AAAdvantage® Miles. First checked bag free. Learn More!**

From: CashForLaptops Family of Websites <support@cashforiphones.com>

To: mbraun86@satx.rr.com

Cc:

Subject: Re: Re: Order 509816, Your Device Has Been Inspected


Priority: Normal Date: Friday, November 28, 2014 4:01 PM Size: 3 KB

Dear Michael,  
Thank you for your email. I understand you would like to have your device returned. All returns must be requested over the phone not through emails. Please contact our Seller services department at 888-821-1143.

Respectfully,  
Kevin  
Customer Service  
888-821-1143


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 **True Champions: Multiple Sclerosis**  
What are the symptoms of MS?

- Inbox (11)
- Drafts
- Sent Mail
- Deleted Items (20)
- Junk Mail


Manage Folders


Deleted Messages

Notes

Sent Messages

Sponsored Links

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What are the symptoms of MS?  
[www.healthination.com](http://www.healthination.com)

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Usage

7% of 100 000 kb

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[Reply](#) [Reply All](#) [Forward](#) [View Header](#) [Delete](#) [Report SPAM](#) [Printable View](#) [Move to:](#)

<< Prev | Next >>

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From: CashForLaptops Family of Websites <support@cashforiphones.com>  
 To: mbraun86@satx.rr.com  
 Cc:

Subject: Re: CashForiphones - Contact Form  
 Priority: Normal Date: Friday, November 28, 2014 6:57 PM Size: 20 KB

Dear Michael,  
 Thank you for your email.  
 Please note, we have shorter hold times after 1pm PST.  
 Respectfully,  
 Yesenia  
[www.CashforLaptops.com](http://www.CashforLaptops.com)  
[www.CashforIPhones.com](http://www.CashforIPhones.com)  
 Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!

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**BREAKING NEWS**



**YOU COULD WIN JAM TRANSIT BLUETOOTH HEADPHONES OR EARBUDS**



**CLICK HERE**

**#jamNOCELEI**


From: **Michael Braun** mbraun85@me.com  
Subject: **cashforphones.com**  
Date: **November 28, 2014 at 5:59 PM**  
To: **Michael Braun** mbraun85@mac.com



Although I was finally able to get through to a human being, I was transferred to another rep and put on hold until I was finally hung up on, twice. When I called back at 3:51 I was told that I had called outside of regular business hours. I get what you are trying to do. I will try again tomorrow. If I'm not able to get to get ahold of someone tomorrow I will follow another avenue to resolve this issue.

Michal Braun

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 **True Champions: Multiple Sclerosis**  
What are the symptoms of MS?  
[www.healthnation.com](http://www.healthnation.com)

- Inbox (11)
- Drafts
- Sent Mail
- Deleted Items (20)
- Junk Mail
- Manage Folders

Deleted Messages  
Notes  
Sent Messages

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What are the symptoms of MS?  
[www.healthnation.com](http://www.healthnation.com)

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[www.amextravel.com](http://www.amextravel.com)

# READ MESSAGE

Usage 7% of 100.0 MB

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[Reply](#) [Reply All](#) [Forward](#) [View Header](#) [Delete](#) [Report SPAM](#) [Printable View](#) Move to:

<< Prev | Next >>

Citi® / AAdvantage® Card Earn 30,000 AAdvantage® Miles. First checked bag free. Learn More!

From: CashForLaptops Family of Websites <support@cashforiphones.com>

To: mbraun86@satx.rr.com

Cc:

Subject: Re: CashForIphones - Contact Form

Priority: Normal Date: Saturday, November 29, 2014 5:55 PM Size: 20 KB

Dear Michael,  
Thank you for your email.  
I see you have already talked to an agent after your email was sent. For additional questions, please feel free to contact our customer service department at 888-821-1143.  
Respectfully,  
Yesenia  
[www.CashforLaptops.com](http://www.CashforLaptops.com)  
[www.CashforIphones.com](http://www.CashforIphones.com)  
Go Green and EARN Green! Recycle your Laptops, iPhones, Blackberries and Smart Phones with us today! Refer a Friend!! Please login into your account and click the referrals link to learn all about this exciting program!

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**BREAKING NEWS**




**YOU COULD WIN JAM TRANSIT BLUETOOTH HEADPHONES OR EARBUDS**



**CLICK HERE**

**#jamNOCELEI**

Sponsored Links

 **True Champions: Multiple Sclerosis**  
What are the symptoms of MS?  
www.healthnation.com

Inbox (12)

Drafts

Sent Mail


Deleted Items (20)


Junk Mail

Manage Folders

Deleted Messages  
Notes  
Sent Messages

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 **True Champions: Multiple Sclerosis**  
What are the symptoms of MS?  
www.healthnation.com

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# READ MESSAGE

Usage

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Compose Get Mail Search Mail Address Book Settings Log Out

Reply Reply All Forward View Header Delete Report SPAM Printable View Move to:

<< Prev | Next >>

Cliff / AAdvantage® Card Earn 30,000 AAdvantage® Miles. First checked bag free. Learn More!

From: CashForLaptops Family of Websites <support@cashforiphones.com>

To: mbraun86@sabx.rr.com

Cc:

Subject: Michael - Payment Check Mailed

Priority: Normal Date: Monday, December 1, 2014 9:29 AM Size: 8 KB

Dear Michael,  
Thank you for recycling your Apple iPhone 4S 16GB Verizon!  
**What is happening?**  
Your check has been printed and will be on its way to you in no time! Expect it to arrive in 2-5 business days, (Dear East Coast customers - please allow a few extra days!)  
**What do you need to do?**  
ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!  
**Things to keep in mind**  
With your online account, you have access to the following features:  
Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.  
View your order and referral history  
Track your packages  
Update your personal information  
Reset your password  
View message history  
Login to your account by visiting <http://www.cashforiphones.com/>;  
Username: mbraun86@sabx.rr.com  
Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!  
**Brian**  
Customer Satisfaction Champion  
Cash for Laptops | Facebook | Twitter | Email  
Cash for iPhones | Facebook | Twitter | Email  
eCycle Best | Facebook | Twitter | Email

Previous Message | Next Message

**BREAKING NEWS**



**YOU COULD WIN JAM TRANSIT BLUETOOTH HEADPHONES OR EARBUDS**



**CLICK HERE**

**#jamNOCELE!**

12/11/13  
8:23 LG



**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St.                      555 E. Washington Ave., #3900  
 Carson City, NV 89701              Las Vegas, NV 89101  
 Phone: 775-684-1100                  Phone: 702-486-3420  
 Fax: 775-684-1108                      Fax: 702-486-3768

[www.ag.nv.gov](http://www.ag.nv.gov)

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred to:  BCP  GI  
 IFU  OML  MFU  
 MFCU  PIU  WCFU  
[Stamp here]

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

## SECTION 1.

### COMPLAINANT INFORMATION

*My domiciliary is at:  
 8213 Lauderdale Drive  
 Las Vegas, NV 89128*

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: ZHOU MENGBI

Last	First	MI	
Your Address: <u>727 S. ADAMS ST. APT 9</u>	<u>SPOKANE</u>	<u>WA</u>	<u>99204</u>
Address	City	State	Zip

Your Phone Number: 5624557783

Home	Cell	Work	Fax
------	------	------	-----

Email: MZHOU@LAWSCHOOL.GONZAGA.EDU Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: LAPTOP & DESKTOP REPAIR LLC A/K/A ECYCLEBEST.COM

Individual/Contact: KURCHININ VADIM A/K/A DAVID REGISTERED AGENT/OWNER

Last	First	Job Title (Example: CEO)	
Individual/Business Address: <u>84 CONEY ISLAND DRIVE</u>	<u>SPARKS</u>	<u>NV</u>	<u>89432</u>
Address	City	State	Zip

Individual/Business Phone: 775-857-1878 775-544-1690

Work	Mobile	Fax
------	--------	-----

Individual/Business Email: zqz999@hotmail.com/INFO@ECYCLEBEST.COM

Individual/Business Web Site: ECYCLEBEST.COM / CASH4SMARTPHONES.COM

## SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

I have called and was brusquely offered another insulting deal and with threats of hanging up. I sent a demand letter with no response and it was never picked up.

Have you contacted another agency for assistance? Yes No If so, which agency? FTC, Small claims court

Have you contacted an attorney?  Yes  No

If so, what is the attorney's name, address, and phone number?

REPRESENTING MYSELF PRO SE - I HAVE A SIGNIFICANT AMOUNT OF COURT EXPERIENCE REPRESENTING CLIENTS, ALBEIT NOT IN NEVADA

Last

First

Phone

Address

City

State

Zip

Is court action pending?  Yes  No

Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

SEE ATTACHED

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). **No originals.** Copy both sides of any canceled checks that pertain to this complaint.

SEE ATTACHED

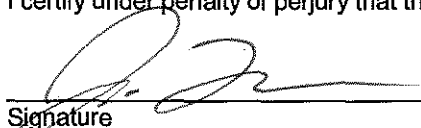


**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

MENGBI ZHOU

Print Name

11/30/2014

Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other **WESTLAW**

Affidavit of facts regarding pending small claims action in Washoe County, Nevada

Mengbi Zhou v. Laptop & Desktop, LLC dba ECyclebest.com, Vadim A/K/A David Kruchinin, Registered Agent.

I, Mengbi "Jim" Zhou, currently a resident of the city of Spokane in Washington and attending Gonzaga University School of Law, but have a permanent domiciliary in Summerlin, Las Vegas, Nevada, asserts the following to the true and correct to the best of my knowledge.

1. On or about October 5, 2014, Plaintiff took photos showing the state of the phone plaintiff planned to sell either on ebay, craigslist, or a phone recycler.
2. Plaintiff had refurbished the phone by purchasing new parts such as the back of the phone, as the previous back of the phone was in less than pristine shape. The exact back of the phone was purchased as [http://www.amazon.com/gp/product/B00C5598BU/ref=oh\\_aui\\_detailpage\\_o08\\_s00?ie=UTF8&psc=1](http://www.amazon.com/gp/product/B00C5598BU/ref=oh_aui_detailpage_o08_s00?ie=UTF8&psc=1) The back was received October 3, 2014, under Amazon order number 111-1208669-2885851. The phone is an Samsung Galaxy S3 – White – Verizon – SCH-I535.
3. Photos were taken on October 5, 2014 of the phone in the condition after the part was installed. Photos were taken of the whole phone.
4. Plaintiff asserts that the phone was in full working condition as photo show a factory reset and the phone was used up until early September with witnesses showing its ability to be used without fault.
5. Plaintiff contacted ecyclebest.com after comparing several different sites as well as ebay and craigslist and noted that the \$113 prospective quote was the highest immediate quote given.
6. Plaintiff understands that this is not an offer but a solicitation to evaluate the item in preparation for an offer under common law contractual principles. In spite of this, the website still clearly states that one can "get an instant quote online".
7. The website on which the quote of \$113 is given gives little choice as to the condition of the phone except "powers on and works fine", or, "does not power on" or "has a damaged screen".
8. Plaintiff mailed the phone packaged in the case for a HTC One M8 – a similar sized phone – with original packaging plus more padding, on October 14, 2014. The label was provided by Ecyclebest and can be found and tracked at <http://tools.usps.com/go/TrackConfirmAction?qtctLabels1=9321669932000003335750>
9. Plaintiff had previously read the terms and conditions stated prior to sending off the phone, including the following clauses that are problematic to unenforceable, however as a contract of adhesion the consumer had little chance to negotiate, and the terms are not presented in clear

Refer to Exhibits A-E

Exhibit F-G

Exhibit I  
Exhibit II

lettering, nor does it clearly refer to the establishment of a contract in any part of the website, not to mention that the company itself had violated its own terms and conditions, rendering it voidable:

a. "We offer services (the "Services") through which you can sell certain consumer electronic products (the "Products") after receiving an "initial quote" from us by identifying your Product and its condition and completing check-out on our website."

- Exhibit H-H-2
- i. There is no check-out process on the website at all. Check out meaning the provision of paypal or address to which one assents to the quotation and payment is rendered. The nonbinding quotation site cites the next step as "the final step", which only request free shipping and packaging.
  - ii. The "final step" requires the seller to provide name, email, phone, address, payment option, and shipping option. It did not and does not as of November 30, 2014, request a paypal address. Nor does it provide a monetary amount as to what one would receive.
  - iii. The "I agree to terms and conditions" can be construed as terms and conditions as related to receiving packaging or free shipping label. The following button is "sell now" but no firm price has been listed. Essentially this site purported to allow the seller to sell an item without knowing what price the item shall be sold for. At this point, there is what is ostensibly an acceptance, but there has been no offer.

iv. "1. Requirements. In order to complete the sale of your Product to or through us or to complete any other transaction with us, you must: (i) Create an account with us;" While an account may have been created by some electronic means, it was certainly not created fully by the plaintiff, as the plaintiff did not have an opportunity to enter a password, nor was the plaintiff informed of the creation of an account prior to accepting the free packaging information. The website does not provide an "create account" option, only a "my account" option. In fact, after creating an account, it's impossible from the "my account" page, as of November 30, 2014, to actually initiate a sale of an electronic item without returning to the front page

v. "You are responsible for ensuring that you can receive emails from us and we are not responsible for any emails that were not received by you because they were blocked or filtered as spam. You understand and agree that if you fail to provide us with accurate and up to date information about yourself: (a) we will not be responsible for any misapplied payments or payments sent to a wrong address, and (b) any unclaimed funds may be subject to collection by governmental authorities under applicable unclaimed funds and escheat laws. You agree that we have no obligation to you if any of your unclaimed funds are

Exhibit H-H-2

Exhibit J  
Also note the deletion of my original

account # 322332 which makes verification impossible 773

11/10/2014

Gmail - Mengbi - Order 489083 Status: PayPal Payment Sent



Exhibit K

Jim Zhou <jimtje@gmail.com>

## Mengbi - Order 489083 Status: PayPal Payment Sent

**Ecyclebest** <support@ecyclebest.com>  
To: jimtje@gmail.com

Fri, Oct 24, 2014 at 11:38 AM

Dear Mengbi,

Thank you for recycling your Samsung Galaxy S 3 SCH-I535!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.ecyclebest.com/> to recycle their electronics too!

### Things to keep in mind

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.ecyclebest.com/>:

Username: jimtje@gmail.com

Your password can easily be reset by visiting [http://www.ecyclebest.com/reset\\_password](http://www.ecyclebest.com/reset_password).

Thank you!

**Brian**

Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email

Cash for iPhones | Facebook | Twitter | Email

eCycle Best | Facebook | Twitter | Email

turned over to governmental authorities." I have received all emails except the one containing the offer, and under NRS 120A.500, unclaimed property from retail transactions do not escheat to the state for three years.

vi. "[Inspection] usually takes five (5) business days from the date on which your device arrives and is inspected at our facility unless we need to speak to you directly about the quote we wish to make." In this case, inspection was allegedly completely on the 20<sup>th</sup> of October, 3 days after receiving, and on the same day, an "offer" was allegedly given at \$17, yet, was not communicated to me via the email address provided, only to the inbox in the "user account" on the site, for which I had neither the password nor the knowledge that one had been created for me, nor that it would fall under the definition of email, especially the terms and conditions only mentioned email addresses and not internal intranet emails, which have been widely differentiated by various courts around the country, state and federal.

Exhibit K  
Cross  
reference  
with  
Exhibit I

vii. "Should we, upon inspection of your device, decide to quote you a lower price than originally initially quoted, we will email you notice of such amount and you will have three days to either accept or reject that new lower price. The three days begins to run upon inspection of your device and our e-mailing you notice of intended payment either pursuant to the original initial quote or such value as we determine in our sole discretion. If you reject any subsequent quote prior to the elapsing of this three-day period, we will return your device to you within five days thereafter. If you fail to either accept or reject the new quote within the three days or IF WE ARE UNABLE TO CONTACT YOU AND YOU FAIL TO CONTACT US BY PHONE WITHIN THESE 3 DAYS, YOU WILL BE DEEMED TO HAVE ACCEPTED THE NEW QUOTE/PAYMENT AND WE WILL HAVE PURCHASED YOUR DEVICE FOR THAT PRICE and paid for pursuant to the terms of this agreement. It is your responsibility to be available to receive a call or an e-mail for the purposes of our contacting you to notify you of such new quote. In all cases where you request the return of your device by phone and within the three (3) days set forth above, such device will be returned free of charge. Electronic Notices and Transactions. You agree to transact with us electronically, including without limitation, agreeing to terms and conditions or offering to sell your Product by electronic means. You authorize us to provide you with terms and important notices about our company and your transactions to an email address you provide to us or by posting notices on an applicable page (or my account area) on our website. It is your duty to keep your email address accurate and up to date and to maintain a valid email address and to ensure that emails we send you are not filtered or stopped by spam filters or other types of email blocking functionalities. It is your responsibility to ensure that e-mail from our company is not discarded as SPAM. If you no longer desire to transact electronically with us, you may no longer use the Websites." As I have received all other email communications including the "acceptance" of the \$17 offer, I assume that my

Refer  
to  
Exhibit J  
for lack  
of notice

Exhibit  
K

email address was accurate and up to date and not filtered into the spam box. I received the notice on the 4<sup>th</sup> day after the "offer" was given and made every attempt – email and phone – to reject the offer. Generally, silence when an offer is made is not considered acceptance unless an inference of assent is warranted or necessary. *Beach v. U.S.*, 226 U.S. 243 (1912); *see also Radioptics v. U.S.*, 223 C.t. Cl. 594 (1980). While the 9<sup>th</sup> Circuit had not ruled on the specific issue, the 1<sup>st</sup> Circuit, applying Massachusetts law, have held that "silence in response to an offer may be deemed acceptance if the offeree who took the benefit of the offered services knew or had reason to know of the existence of the offer and had a reasonable opportunity to reject it." *McGurn v. Bell Microproducts, Inc.*, 284 F.3d 86 (1<sup>st</sup> Cir. 2002). I had not received the offer and had no opportunity to reject it within the 3 days, and after the three days had passed I made every attempt to reject the offer, only to be told that my phone had already been destroyed.

According to the Restatement, if an offeree fails to reply to an offer, his or her silence and inaction operate as an acceptance in the following cases only" Restatement Second, Contracts § 69.

- viii. (1) if an offeree takes the benefit of offered services with reasonable opportunity to reject them and reason to know that they were offered with the expectation of compensation;
- ix. (2) if the offeror has stated or given the offeree reason to understand that assent may be manifested by silence or inaction, and the offeree in remaining silent and inactive intends to accept the offer; or
- x. (3) if, because of previous dealings or otherwise, it is reasonable that the offeree should notify the offeror if he or she does not intend to accept.
- xi. "M. Legal title of your device passes to us when we agree to pay you the initial quote amount as shown on our website, you agree to accept a lower quote that we make to you or we send you notice of new quote and you do not call us within three (3) days requesting to receive return of your device or to have us recycle such device." I had not received notice of the quote and hence, legal title of my device belongs to me and the destruction of property is at least the common law tort of conversion if not more.
- xii. "N. Errors. Should we make a material error in any representation of facts, information or offers to you, your sole recourse is to request the return of the item that you have sent to us. Your ability to request the return of the item elapses three days after your receipt of our email notifying you of the amount of

8:25  
LG  
12/19/14

the quote." As I had not received a quote until after the designated 3 day period, and that my device was destroyed, I claim a common law tort of conversion and malicious destruction of property.

xiii. Clauses V through Y are clauses under a contract of adhesion as it contracts away legal recourse and are not enforceable in the state of Nevada. *Burch v. Second Judicial Dist. Ct. of State ex. Rel. County of Washoe*, 118 Nev. 438 (2002).

10. Because recording one's own calls without explicit permission of the other party is not legal in Nevada, *Lane v. Allstate Ins. Co*, 969 P.2d 938 (Nev. Super Ct. 1998) and I spent well over 50 minutes on hold, the conversation was not recorded on my end, although I was assured that it was recorded on their end. The representative was rude and offered me an additional 23 dollars "from customer service", which would be outside the scope of the original offer, which would make the original offer voidable or make this a new offer. I offered my correct paypal address – it was never asked before, although the representative insisted that it was. My mailing address is on file and correct.

Exhibit  
L

11. When I tried to log in on November 10, 2014, I was notified that my account no longer existed and I had to sign up with a new account and all the messages had disappeared. The only messages that remain are messages in my Gmail inbox and now there no longer exists and evidence of an offer being conveyed in the first place. I assert that now that a reasonable amount of time had passed after I provided my Paypal address and I had not received any payment or communication. My prior ID number was 322332 and my order number was 489083. I gathered this from their email communications.

12. I have saved a copy of the entire ecyclebest.com website from November 10, 2014 and I have also added additional information from November 30, 2014.

Claims:

I claim the following statutory and common law damages and demand the following:

1. Common law tort of conversion. The common law tort of conversion is well recognized in Nevada Law and upon not receiving payment for exercising dominion and then destroying my phone, this would fit the prima facie case of conversion. *Winchell v. Schiff*, 124 Nev. 938 (2008).
2. "Nevada law recognizes the existence of an implied covenant of good faith and fair dealing in every contract." *Pemberton v. Farmers Ins. Exch.*, 109 Nev. 789 (1993). When without proper cause to give compensation, "such conduct gives rise to a breach of the covenant of good faith and fair dealing." *Id.* As there is no reason to not pay me any money at all, \$17, \$40, \$113, or \$130 (fair market value), I claim that the action of the company is in bad faith and breach the implied covenant.

Exhibit M-N

3. Plaintiff assert that the contract is voidable and should be voided as plaintiff had repeated attempted to void the contract, especially after non-performance in the notice department. Laptop & Desktop Repair LLC A/K/A ECycleBest had failed to perform their end of the bargain and the contract is voidable via common law principles and Nevada Law. Plaintiff was specifically entitled to specific performance (notice, opportunity to reject, and payment) and none of the three were accomplished. As ECyclebest was able to email me adequately except for the offer, had an offer on had, had an additional offer to acquiesce my concerns, and clearly was able to pay out cash, as stated on their website, monetary amounts that amounted to more than my phone, it shows that they are willing, ready, and able to perform. *Mayfield v. Koroghli*, 124 Nev. 343 (2008). Non-performance is a material breach of the contract as there is now no consideration.
4. In the alternative, plaintiff asserts that the contract is a contract of adhesion that is unenforceable under common and Nevada law. "Generally, both procedural and substantive unconscionability must be present in order for a court to exercise its discretion to refuse to enforce a ... clause as unconscionable." However, less evidence of substantive unconscionability is required in cases involving great procedural unconscionability. A clause is procedurally unconscionable when a party lacks a meaningful opportunity to agree to the clause terms either because of unequal bargaining power, as in an adhesion contract, or because the clause and its effects are not readily ascertainable upon a review of the contract.<sup>13</sup> Procedural unconscionability often involves the use of fine print or complicated, incomplete or misleading language that fails to inform a reasonable person of the contractual language's consequences. As the Ninth Circuit has recognized, "substantive unconscionability focuses on the one-sidedness of the contract terms." *D.R. Horton v. Green*, 120 Nev. 549, 554 (2004) (inline citations removed). Here, the bargaining power is lacking because there is no appeals process as to Ecyclebest's determination as to the value of the electronic item, and Ecyclebest also appeared to, at least in this case, failed to notify the plaintiff of the estimated price, denying the plaintiff a chance to reject the offer. Substantive unconscionability is also present as the contract features clauses that prevent the consumer from suing the company and its employees and company, and without an arbitration clause, this means that the company can essentially do whatever it wants without legal recourse, which would fall under substantive unconscionability. Without a clause stating divisibility of the contract, this would render the entire contract voidable, and plaintiff requests it to be voided.
5. Plaintiff asserts that defendant had violated NRS 41.600, which provides a private action for fraud. Part of what constitutes consumer fraud in under the statute refers to NRS 598.0915, which states:
  - a. A person engages in a "deceptive trade practice" if, in the course of his or her business or occupation, he or she:
    8. Disparages the goods, services or business of another person by false or misleading representation of fact.

See:  
Terms  
Attached



15. Knowingly makes any other false representation in a transaction.

b. As my phone's quality was disparaged to worth \$17 and claiming that it was in poor shape. It would fit the prima facie case for #8. The phone was recently refurbished with the market rate of \$130.

c. I was promised payment and did not receive payment, nor was I given an opportunity to reject the offer.

6. Plaintiff asserts that defendant also violated NRS 598.0917(7), which states: "Tendering a lease of goods advertised for sale or a sale of goods advertised for lease or tendering terms of sale or lease less favorable than the terms advertised." The advertised price for the phone was \$113 but the ultimate offer was \$17, without further description, this is nearly 90% less than what was advertised as the value of the phone. This falls under the "Bait and switch" provision of the Nevada consumer protection laws.

7. Plaintiff also asserts that in the contract of adhesion, the provisions preventing legal action against anyone involved in the LLC and the LLC itself violates NRS 598.092(8), which states "8. Knowingly misrepresents the legal rights, obligations or remedies of a party to a transaction."

12/2/2014

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Search or Enter a Tracking Number

Exhibit A



Setup Wizard

12:02 AM

1/4

# Language selection

English

Español

Tiếng Việt

한국어

中文

Emergency call

Next



# Language selection

English



Español



Tiếng Việt



한국어



中文



Emergency call

Next 

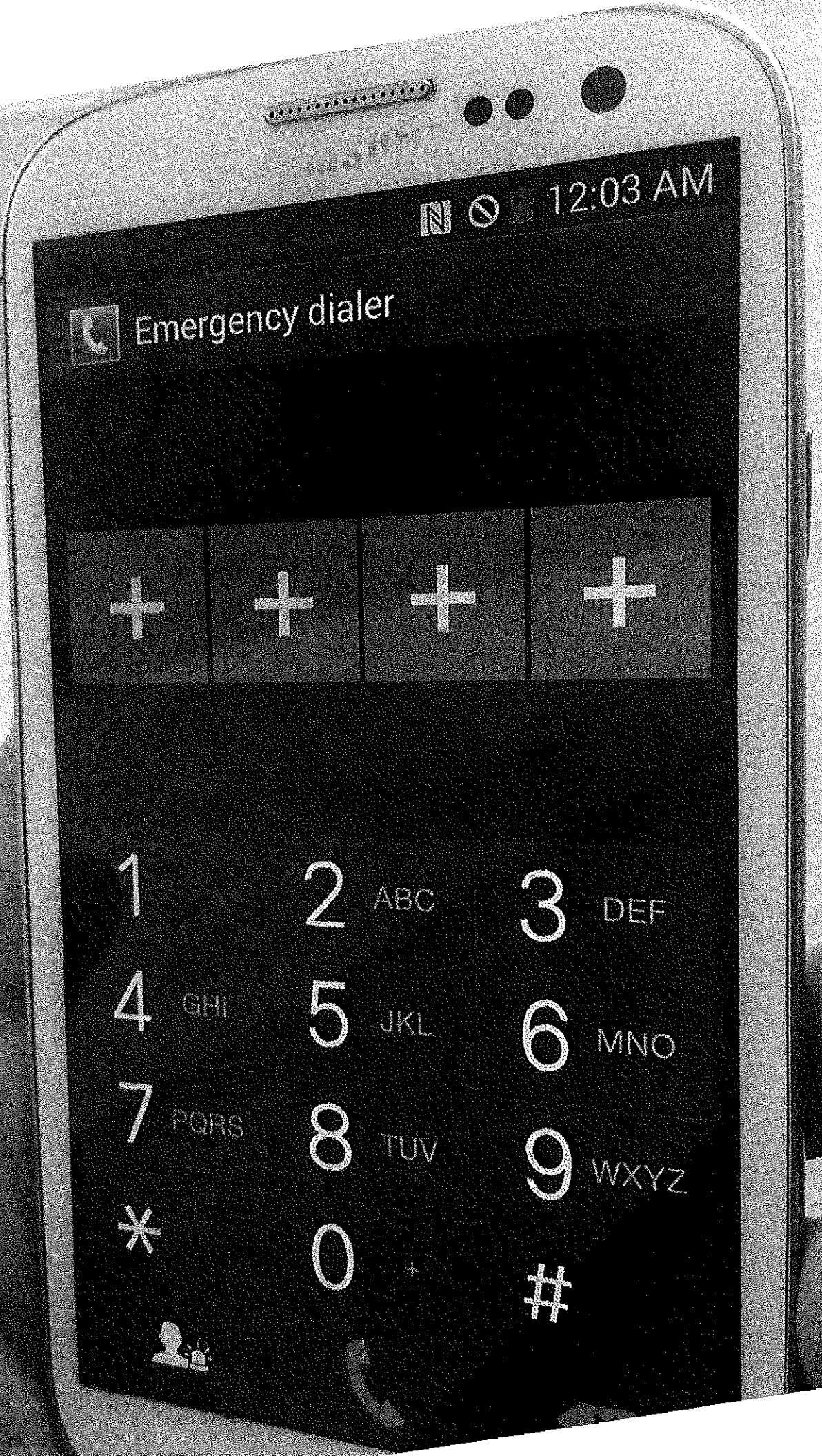


Exhibit C



GALAXY S III

hibit D



Emergency dialer

12:03 AM

+

+

+

+

1

2

ABC

3

DEF

4

GHI

5

JKL

6

MNO

7

PQRS

8

TUV

9

WXYZ

\*

0

+

#





▼ Tags  
Add tag

▼ People tags  
Tag someone

▼ Extracted text  
Text  
Setup Wizard:2:02 AM  
1/4 language selection English  
Español  
Tiếng Việt  
Emergency callNext

► Sharing

▼ Information  
Type: jpg image  
Date taken: 10/5/2014 10:48:55 A  
Dimensions: 1520 x 2888

Exhibit E





The Green Electronics Trade-In Company Since 2002

support@ecyclebest.com

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- iPhone
- Cell Phone
- Laptop
- iPad
- Tablet
- Samsung
- Smartphone
- About Us
- My Account

### Sell Electronics - eCycle Best

Free Trackable Shipping • Instant Cash Option



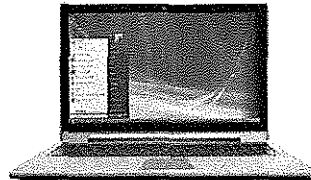
iPhone



Cell Phone



Tablet



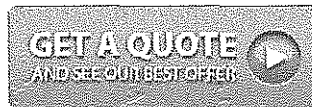
Laptop

#### Instant Online Quote

Brand:

Model:

[How do I find my model number?](#)



#### Who is getting cash now?

Adi just sold an Apple MacBook Air A1369 Mid 2011 1.6 GHz Core i5 for **\$350**

*It was very simple selling my iphone. It was a very convenient process and good money was paid back for it.*

- Florence C. Salt Lake City, UT

*It's a wonder to transact with Ecycle Best. I didn't know my old Sony VAIO notebook still had some value. I sold it to them online and was able to get my payment after 10 days.*

Shawn just sold a Samsung Galaxy Note 2 SPH-L900 for **\$153**

- William H. New Bedforde, MA

Andrew just sold a LG G3 VS985 for **\$397**

Quinton just sold a Dell Inspiron M5010 for **\$207**

#### How it is Done:

- 1 GET AN INSTANT QUOTE ONLINE**  
Select your brand and model above
- 2 SHIP IT IN**  
Complete a short form to get your prepaid shipping label
- 3 GET CASH FAST**  
Receive payment quickly through check or PayPal

#### Accreditations



### 5 Reasons Why You Should Sell Your Gadgets to Us

#### 1. All Models, All Brands, All-Star Service!



Whether it's an Apple, a Samsung, a BlackBerry, or a Sony, eCycle Best will be glad to take it off your hands! We are a reliable service for recycling all kinds, models and brands of gadgets in the market. We also accept devices in all conditions for recycling!

#### 2. Convenience Every Step of the Way.



At eCycle Best, we make sure that our customers are not only satisfied with the profit they reap from their old and broken devices; we also aim to keep them satisfied with our customer service and easy transactions. From our quick 4-

#### Win an iPad this Month!





Exhibit F-2

step online process to getting our free shipping services to tracking shipments and making the final payouts, we make sure that they are guided every step of the way for their convenience!

Send us your device in the next 7 days and qualify for our exclusive monthly raffle!

Join our Promo and get paid top dollar for used, broken or unwanted devices & get a shot at an Apple iPad This month!

**3. Your Privacy Is Our Priority.**



We only use licensed Linux-based software for erasing the data on all kinds of gadgets running on all kinds of operating systems to make sure that no stone is left unturned in their memory storage. With over 20 million perfectly cleaned out hard drives on our track record, your privacy is eCycle Best's guarantee!

**4. Top Caliber E-Waste Management.**



We employ the strictest green methods in accordance with the recycling permit issued by Washoe County, Nevada. Rest assured that all the gadgets you send over to us are handled with the utmost care. eCycle Best is a business that safeguards the Earth's environment above all else!

**5. We Have You Covered!**



When it comes to our customer's needs, we're very accommodating. Not every transaction is the same because we want recycling to be tailored according to your needs. We're more than happy to buy in bulk if you have many devices to sell. In fact, we welcome non-profit causes, academic organizations and even large enterprises to sell and recycle their old electronics in bulk at eCycle Best. Call us and we'll see the support that we can provide to advance our e-cycling advocacy!

**Choose the best electronics buyback program online! Sell your used, old and broken iPhone, iPad, laptop, tablet and smartphones for premium cash! We provide free and trackable shipping!**

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**eCycle Best Blog**

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by Aldrin Nepomuceno On Dec. 2, 2014



Get to know Micaela Preston's green living adventures

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by Andrew Del Prado On Dec. 1, 2014

Here are our top 5 cheap eco-friendly gifts to give your family and friends!

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**Central High's Environmental Club: A Student Initiative**

by Julian Garcia On Nov. 26, 2014

- ▶ Sell your iPhone
- ▶ Sell your Tablet
- ▶ Sell your Cell Phone
- ▶ Sell your Laptop
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**Connect With Us**

12/2/2014

Sell Your iPhone & iPad, Trade-in Laptop & Phone | eCycle Best



You don't have to be a parent or a teacher or even from Davenport to be proud of students that take the initiative to start an environmental program.

[Read Full Article](#)



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Exhibit F-3



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- iPhone
- Cell Phone
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- Samsung
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- About Us
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Home > Get a Quote

# Initial Quote for Samsung Galaxy S 3 SCH-I535

Select Your Model and Get An Initial Quote

## 1 Find Your Device

**YOUR CASH BOX**

Galaxy S 3 SCH-I535  
\$113 Remove

**\$113**

ADD ANOTHER DEVICE

*What's Next?*

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

## YOUR CASH BOX

Galaxy S 3 SCH-I535  
\$113 Remove

**\$113**

ADD ANOTHER DEVICE

*What's Next?*

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

## 2 See Your Initial Quote

**My Smartphone:**

Powers on and works fine

OR

Please check the condition or conditions that best describe your device if it doesn't power on.

Does Not Power On

Has a Damaged or Defective Screen

Depending on its condition, we can pay you as much as

**\$113**

See terms and conditions

ADD ANOTHER DEVICE

CONTINUE

and get more cash for your laptop, cell phone and tablet devices

and proceed to the final step

## 3 Request Free Shipping and Packaging



Exhibit G-2



## eCycle Best Blog

## Popular Searches

### Minding the Green Life with the Mindful Momma, Green Guardian Micaela Preston!

by Aldrin Nepomuceno On Dec. 2, 2014



Get to know Micaela Preston's green living adventures

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by Andrew Del Prado On Dec. 1, 2014

Here are our top 5 cheap eco-friendly gifts to give your family and friends!

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## Connect With Us



Exhibit H



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Home > Get a Quote

## Request Free Shipping and Packaging

Select Your Model and Get An Initial Quote

### 1 Find Your Device

#### YOUR CASH BOX

Galaxy S 3 SCH-I535  
\$113 Remove

\$113

ADD ANOTHER DEVICE

#### What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

### YOUR CASH BOX

Galaxy S 3 SCH-I535  
\$113 Remove

\$113

ADD ANOTHER DEVICE

#### What's Next?

1. Complete the Sale of Device.
2. Use free shipping label with the Post Office.
3. Spend your cash!

### 2 See Your Initial Quote

### 3 Request Free Shipping and Packaging

First Name  Last Name

Email

Phone

Address

City  State  Zip



#### Payment Options

- Instant Cash  
We'll cover the PayPal fee so you get more savings! Payment is electronically sent the next business

#### Shipping Options

- Send me a box  
Includes protective packaging and prepaid shipping label at no extra cost. The most convenient option if

I agree to the [Terms and Conditions](#)

At no point was a paypal address or creation of account was mentioned here or offered as an option

Exhibit 7 1-2

day.

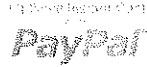
**Company Check**  
 Immediately issued the next business day. Receive the payment for your device in 2-5 business days via USPS First Class Mail.

you don't have a box for your device.

**Use my own box**  
 Print the prepaid shipping label and use your own box. The fastest option to get paid for your device!

Request Packaging Label &

**Sell Now**



## eCycle Best Blog

## Popular Searches

### Minding the Green Life with the Mindful Momma, Green Guardian Micaela Preston!

by Aldrin Nepomuceno On Dec. 2, 2014



Get to know Micaela Preston's green living adventures

[Read Full Article](#)

### eCycle Best's Top 5 Eco-Friendly Gifts Under \$20

by Andrew Del Prado On Dec. 1, 2014

Here are our top 5 cheap eco-friendly gifts to give your family and friends!

[Read Full Article](#)

### Central High's Environmental Club: A Student Initiative

by Julian Garcia On Nov. 26, 2014



You don't have to be a parent or a teacher or even from Davenport to be proud of students that take the initiative to start an environmental program.

[Read Full Article](#)

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- ▶ Sell your Tablet
- ▶ Sell your Cell Phone
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## Connect With Us



Exhibit I



# USPS Tracking™



Customer Service >  
Have questions? We're here to help.

Tracking Number: 9321669932000003335750

On Time  
Expected Delivery Day: Saturday, October 18, 2014

## Product & Tracking Information

## Available Actions

Postal Product:  
First-Class Mail®

Features:  
Merchandise Return Service

DATE & TIME	STATUS OF ITEM	LOCATION
October 17, 2014 , 1:41 pm	Delivered	SPARKS, NV 89431

Your item was delivered at 1:41 pm on October 17, 2014 in SPARKS, NV 89431.

October 17, 2014 , 9:17 am	Out for Delivery	SPARKS, NV 89431
October 17, 2014 , 9:07 am	Sorting Complete	SPARKS, NV 89431
October 17, 2014 , 9:03 am	Arrived at Unit	SPARKS, NV 89431
October 17, 2014 , 5:35 am	Departed USPS Facility	RENO, NV 89510
October 17, 2014 , 4:20 am	Arrived at USPS Facility	RENO, NV 89510
October 15, 2014 , 9:46 am	Departed USPS Facility	SPOKANE, WA 99224
October 15, 2014 , 8:10 am	Arrived at USPS Origin Facility	SPOKANE, WA 99224
October 14, 2014 , 6:43 pm	Acceptance	SPOKANE, WA 99220

## Track Another Package

Tracking (or receipt) number

Track it

11/10/2014

Gmail - Order 489083 Status: Your Device Has Been Received

Exhibit I-II



Jim Zhou <jimtje@gmail.com>

---

## Order 489083 Status: Your Device Has Been Received

1 message

---

**Ecyclebest** <support@ecyclebest.com>  
To: jimtje@gmail.com

Sat, Oct 18, 2014 at 10:39 AM

Dear Friend Mengbi,

### **What is Happening?**

We have received your package!

Your device will be inspected by one of our expert technicians to determine its final value. Within the next 5-6 business days expect a payment confirmation email

### **What do you need to do?**

Check your email SPAM folder to make sure that all of our previous emails got delivered to your INBOX. Wait for the confirmation email and a payment.

Things to keep in mind:

We process all devices as quickly as we can. We will contact you as soon as inspection is complete.

**We sincerely appreciate your business and look forward to sending you cash!**

Thanks,

**Brian**  
Customer Satisfaction Champion

Cash for Laptops | Facebook | Twitter | Email  
Cash for iPhones | Facebook | Twitter | Email  
eCycle Best | Facebook | Twitter | Email



Exhibit - J

Google Chrome address bar: https://mail.google.com/mail/u/0/#inbox/cv/Ecyclebest

Browser tabs: Complaint Form... Jim's Sell Biscuits... Microsoft Word Online

Account: \*Jim | 1-7 of 7

Search:

Navigation: Home, Mail, Calendar, Contacts, Tasks, Settings

Compose:

Labels:  Ecyclebest

More:  More

From	Subject	Date
ecyclebest	Your new account info - www.ecyclebest.com   Username: jimie@gmail.com	Nov 10
ecyclebest	Mengbi - Order 489083 Status: Pay/Paid Payment Sent - AH	Oct 24
ecyclebest	Reset Password Request - For iPhones" > eCycleBest > Dear Mengbi	Oct 24
ecyclebest	Order 489083 Status: Your Device Has Been Received - for Laptops   Facebook   Twitter   Email	Oct 18
ecyclebest	Don't wait too long to get your Cash - Email eCycle Best   Facebook   Twitter   Email	Oct 14
ecyclebest	Mengbi Cash is Waiting For You - Pkt. Ecyclebest notes > > Dear Mengbi	Oct 13
ecyclebest	Here is your Pre-Paid Label. Ship your Samsung today! - for Laptops   Facebook   Twitter   Email	Oct 12

3.3 GB (74) of 115 GB used

Search people:

- Jeffrey Koch
- Andrew Walley
- Anuro Maldonado
- Chris Odesgard
- HR Tig World
- Jason Cable
- Jonathan Baldwin
- Team Member
- evatt40
- Jeff Koch
- Rijul Khatnagar
- Steph McBohrs
- Steven Fox
- Synthia Lan
- xueheng xue
- Yi Wang
- 7cc2c-433230731
- Adams Bradley
- Adriana Jimovich
- amaldorado
- amurphy
- Angelen Wang
- anellam
- austler
- henderson2

Recent attachments:

- Small claims applica...pdf
- Complaint\_Form\_Ty...pdf
- IMAG0018.jpg
- IMAG0019.jpg
- IMAG0020.jpg
- IMAG0021.jpg
- IMAG0022.jpg

System tray: 11:32 AM 12/2/2014

12/2/2014

Exhibit k

Gmail - Mengbi - Order 489083 Status: PayPal Payment Sent



Jim Zhou <jimtje@gmail.com>

---

## Mengbi - Order 489083 Status: PayPal Payment Sent

---

Jim Zhou <jimtje@gmail.com>

Fri, Oct 24, 2014 at 1:09 PM

To: Ecyclebest <support@ecyclebest.com>

Hi,

I'm writing TO REJECT YOUR OFFER. As I have been on hold on your phone for close to an hour and your terms and conditions specify a 3 day window as to when I can reject your offer. I would like my phone and all accessories and box back at 727 S. Adams St. Apt 9 Spokane WA 99204

MY sale ID is 489083.

You do not have my paypal information so I have not received any payment, but this is the first notification I have received of an offer and I AM REJECTING THE OFFER.

I am currently on the phone with you on hold 52 minutes and counting but since you are not open over the weekend and 3 days pass by Monday morning I am writing this for the record for both parties.

[Quoted text hidden]

New Acc #, old one deleted. Exhibit 2

support@ecyclebest.com

Follow 311

About Us My Account

iPhone Cell Phone Laptop Tablet Samsung Smartphones

**Sell Electronics - eCycle Best**  
Free Trackable Shipping • Instant Cash Option

iPhone Tablet Cell Phone Laptop

**Instant Online Quote**

Brand:  GET A QUOTE AND WE'LL BEAT IT

Model:  How do I find my model number?

**Who is getting cash now?**

- Lindsey just sold an Apple iPhone 5 64GB AT&T for \$177
- Tim just sold an Apple iPhone 5 64GB Verizon for \$298
- Adi just sold an Apple MacBook Air 132GB Mid 2011 1.6 GHz Core i5 for \$850
- Shawn just sold a Samsung Galaxy Note 2 SPH-L900 for \$155

It's so simple selling my phone. It was a very convenient process and good money was paid back for it.

It's so simple to process with eCycle Best. I didn't know my old Sony VAIO notebook and had some value. I sold it to them online and was able to get my payment offer in 10 days.

**Florence C.**  
Salt Lake City, UT

Accreditations: TRUSTe, Norton, PAYCOM SECURITY, GREEN COMMERCIAL FINANCE, COALITION FOR AMERICAN ELECTRONICS RECYCLING

IMA-6008.jpg IMA-6009.jpg IMA-6002.jpg IMA-6001.jpg

Complaint Form Ty...pdf Small claims applica...pdf

11:56 AM 12/2/2014



Exhibit M

Hi again, Mengbi!



Your latest transactions may take a few minutes to show up in your activity.

**PayPal balance**



**\$0.00**

Available

[Add money](#)   [Transfer to your bank](#)

**PayPal Credit** (previously Bill Me Later<sup>®</sup>)



**\$250.00**

Available credit

**\$0.00 Balance**

[View statements](#)

**Selling tools**



[Manage invoices](#)


[MultiOrder shipping](#)

[View running balance](#)

[Seller preferences](#)

## Upgrade to a Business account

## Completed &gt;

NOV 30	Valve Corp. Purchase	- \$4.99
NOV 30	G2A.COM Payment	- \$32.64
NOV 29	Paradox Interactive AB Payment	- \$7.00
NOV 28	Valve Corp. Purchase	- \$19.99
NOV 27	Michelle Acosta Payment received	+ \$6.15
NOV 27	Valve Corp. Purchase	- \$7.48
NOV 23	G2A.COM Payment	- \$11.32
NOV 22	G2A.COM Payment	- \$16.62
OCT 12	Parmatrix, Inc. Purchase	- \$14.89
OCT 01	eBay - XYVERX COMPUTER SERVICES INC Payment  Track Shipment	- \$72.75

[View all](#)



Exhibit N Online Banking

## eBanking - 7252: Account Activity

Balance Summary: \$162.39 (available as of today 12/02/2014)

Print

View: today 12/02/2014

### All Transactions

Date	Description	Status	\$Amount
------	-------------	--------	----------

Showing results for "deposit OR check"

[Show all transactions]

12/01/2014	Check 159	C	-465.00
12/01/2014	SAFEWAY STORE 11/29 #000788270 PURCHASE SAFEWAY STORE 0 SPOKANE WA	C	-66.27
12/01/2014	CHECKCARD 1201 COMCAST BELLINGH CS 1X 800-266-2278 WA 24692164335000766250271	C	-75.33
12/01/2014	CHECKCARD 1129 Amazon.com AMZN.COM/BILLWA 24692164333000105835735	C	-16.63
12/01/2014	CHECKCARD 1128 EXXONMOBIL 46921094 SPOKANE WA 24164054333378004465032	C	-10.02
12/01/2014	CHECKCARD 1128 IRVS SPOKANE WA 24019514332287500029641	C	-17.50
12/01/2014	CHECKCARD 1128 Amazon.com AMZN.COM/BILLWA 24692164332000471392536	C	-6.51
11/28/2014	CHECKCARD 1125 ZIPS ON THIRD #3 3RD AV SPOKANE WA 24013394330002626066038	C	-3.26
11/28/2014	CHECKCARD 1125 TACO BELL #3729 SPOKANE WA 24431064330207888601025	C	-4.54
11/28/2014	BKOFAMERICA ATM 11/28 #000001316 DEPOSIT NORTH SPOKANE SPOKANE WA	C	114.00
11/26/2014	SAFEWAY STORE 11/26 #000666424 PURCHASE SAFEWAY STORE 1 SPOKANE WA	C	-7.31
11/26/2014	CHECKCARD 1124 TACO BELL #3729 SPOKANE WA 24431064329207888601457	C	-4.01

11/24/2014	CHECKCARD 1122 CHAPS SPOKANE WA 24013394326002236208554	C	-9.52
	 <b>Add this deal Dine at P.F. Chang's and earn 5% cash back! Share Good Fortune with our holiday gift cards.</b>		
11/24/2014	CHECKCARD 1122 CHAPS SPOKANE WA 24013394326002236208521	C	-36.71
11/21/2014	SAFEWAY STORE 11/21 #000514524 PURCHASE SAFEWAY STORE 1 SPOKANE WA	C	-77.68
11/21/2014	CHECKCARD 1120 MCDONALD'S F15328 SPOKANE WA 24427334324720063037840	C	-8.67
11/21/2014	CHECKCARD 1119 TACO BELL #3729 SPOKANE WA 24431064324207888600470	C	-2.38
11/18/2014	SAFEWAY STORE 11/18 #000441117 PURCHASE SAFEWAY STORE 1 SPOKANE WA	C	-109.48
11/14/2014	SAFEWAY STORE 11/14 #000302154 PURCHASE SAFEWAY STORE 1 SPOKANE WA	C	-69.35
11/13/2014	BKOFAMERICA ATM 11/13 #000006678 DEPOSIT MONROE COURT SPOKANE WA	C	60.00
11/10/2014	CHECKCARD 1108 COMCAST CABLE COMM 800-COMCAST WA 24692164312000908368608	C	-75.33
11/10/2014	CHECKCARD 1107 FASSTRAK CSC 415- 486-8655 CA 24431064312672011996414	C	-25.00
11/07/2014	AVISTA CORP DES:EBILL PAY ID:8848582 INDN:MENGBI ZHOU CO ID:XXXXX07041 WEB	C	-25.51
11/04/2014	Check 158	C	-465.00
10/31/2014	CHECKCARD 1029 TACO BELL #3729 SPOKANE WA 24431064303207888601499	C	-5.63
10/29/2014	CHECKCARD 1027 BURGER KING *8315* SPOKANE WA 24493984301200547700634	C	-8.02
10/27/2014	SAFEWAY STORE 10/27 #000789815 PURCHASE SAFEWAY STORE 0	C	-42.21

## SPOKANE WA

10/23/2014	CHECKCARD 1021 ZIPS ON THIRD #3 3RD AV SPOKANE WA 24013394295002379075791	C	-3.26
10/22/2014	CHECKCARD 1021 ATILANO'S SPOKANE WA 24707804294980158473024	C	-6.14
10/22/2014	CHECKCARD 1020 TACO BELL #3729 SPOKANE WA 24431064294207888601128	C	-5.63
10/17/2014	BKOFAMERICA ATM 10/17 #000001964 DEPOSIT SOUTH HILL SPOKANE WA	C	20.00
10/14/2014	CHECKCARD 1010 ABSOLUTE DRUG TESTING COEUR D ALENEID 24765194285980000731898	C	-21.00
10/07/2014	AVISTA CORP DES:EBILL PAY ID:7970517 INDN:MENGBI ZHOU CO ID:XXXXX07041 WEB	C	-27.06
10/02/2014	Check 157	C	-465.00
09/30/2014	TESORO 62149 09/30 #000689307 PURCHASE TESORO 62149 SPOKANE WA	C	-10.00
09/29/2014	AVISTA CORP DES:EBILL PAY ID:8453722 INDN:MENGBI ZHOU CO ID:XXXXX07041 WEB	C	-17.79
09/24/2014	CHECKCARD 0922 ARBYS 0442 SPOKANE WA 24431064266200462500158	C	-8.46
09/23/2014	CHECKCARD 0922 PICABU SPOKANE WA 24013394265002394131799	C	-50.28
09/22/2014	SAFEWAY STORE 09/21 #000219389 PURCHASE SAFEWAY STORE 1 SPOKANE WA	C	-31.96
09/22/2014	CHECKCARD 0918 ZIPS ON THIRD #3 3RD AV SPOKANE WA 24013394262002015108781	C	-6.51
09/22/2014	CHECKCARD 0918 TACO BELL #3729 SPOKANE WA 24431064262207888601571	C	-3.57
09/22/2014	BKOFAMERICA ATM 09/21 #000002142 DEPOSIT MONROE COURT SPOKANE WA	C	300.00



12/2/2014

09/18/2014	Check 156	C	-50.00
09/12/2014	CHECKCARD 0912 COMCAST CABLE COMM 800-COMCAST WA 24692164255000385171821	C	-82.80
09/12/2014	CHECKCARD 0911 Amazon.com AMZN.COM/BILLWA 24692164254000230302994	C	-8.20
09/12/2014	CHECKCARD 0911 AMAZON MKTPLACE PMTS AMZN.COM/BILLWA 24692164254000218787067	C	-5.85
09/09/2014	CHECKCARD 0906 RUINS SPOKANE WA 24121034251900013200100	C	-38.57
09/08/2014	CHECKCARD 0907 MI CASA SPOKANE WA 24013394250000761765303	C	-36.96
09/08/2014	CHECKCARD 0907 THE SWAMP TAVERN SPOKANE WA 24431064250200476500630	C	-30.50
09/08/2014	CHECKCARD 0906 LSA*MPRE 215- 504-3886 PA 24692164249000819309277	C	-80.00



The Green Electronics Trade-In Company Since 2002

support@ecyclebest.com

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I can provide an annotated version of

- iPhone
- Cell Phone
- Laptop
- iPad
- Tablet
- Samsung
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these terms/conditions if needed.

Home ▶ Terms

## Terms & Conditions

We offer services (the "Services") through which you can sell certain consumer electronic products (the "Products") after receiving an "initial quote" from us by identifying your Product and its condition and completing check-out on our website. You must agree to abide by the following terms in order to use the Services and/or our Website.

BY SETTING UP AN ACCOUNT, OR BY USING OUR WEB SITES, YOU SIGNIFY THAT YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS, WHICH MAY BE AMENDED AT ANY TIME BY POSTING THE AMENDED TERMS ON THE WEBSITES. ANY AMENDED TERMS WILL BE AUTOMATICALLY EFFECTIVE IMMEDIATELY AFTER THEY ARE POSTED. We reserve the right to terminate or suspend your use of the Websites and/or the Services if you do not comply with this Agreement or any other policy or procedure, or for any other reason we determine, in our sole discretion.

### Basic Information

These terms govern any initial quote that you receive to sell your Product to or through us. These terms, the terms that govern your use of the web sites ("Websites"), the Services and any and all applications included therein, which terms are located on our website, the terms of our privacy disclosures located on the website and any supplemental terms or policies that accompany a specific transaction, feature or application collectively make up an agreement between you and us (the "Agreement"). You acknowledge that this Agreement is in electronic form and has the same force and effect as an agreement in writing. In this Agreement, the term "you" or "your" means an individual or entity exercising rights under this Agreement, and the term "We," or "us" means our company and its affiliates and subsidiaries.

1. Requirements. In order to complete the sale of your Product to or through us or to complete any other transaction with us, you must: (i) Create an account with us; (ii) Provide true, up to date and accurate account information about yourself and any Product you submit to us; (iii) Comply with all terms and conditions of this Agreement; (iv) Comply with all applicable laws and regulations, including all import and export laws as described in Section 15 below; (v) Transact on behalf of yourself and not on behalf of others; and (vi) Have the legal capacity to enter into agreements and to convey title and interest in any Product that you submit to us. In order to receive payments for any Products we purchase from you, you must provide us with information including a valid email address at which you are able to receive email, a valid postal address at which you are able to receive mail, and your first and last name. We shall not be responsible for communication errors should your contact information be inaccurate or incomplete. You are responsible for ensuring that you can receive emails from us and we are not responsible for any emails that were not received by you because they were blocked or filtered as spam. You understand and agree that if you fail to provide us with accurate and up to date information about yourself: (a) we will not be responsible for any misapplied payments or payments sent to a wrong address, and (b) any unclaimed funds may be subject to collection by governmental authorities under applicable unclaimed funds and escheat laws. You agree that we have no obligation to you if any of your unclaimed funds are turned over to governmental authorities.

2. Product Eligibility. We determine, in our sole discretion, which Products are eligible for purchase by or through the Services and for which eligible Products we will provide an initial or subsequent quote. We may terminate the eligibility of certain Products at any time and without advanced notice.

3. A. **Initial quotes presented on the website.** All such initial quotes are qualified and pending our evaluation of your laptop, smartphone, tablet PC, or any other electronic device (hereinafter referred to as "device"). No binding quote is made until we have had a chance to inspect the device that you send to us. We reserve the right to refuse to purchase any item that you send us for any reason we deem, in our sole discretion, to be sensible. You must send us your device within the time period stated herein. All amounts are paid by company check and mailed to the address you provide to us during the initial quote process or by PayPal transfer per your designation. This usually takes five (5) business days from the date on which your device arrives and is inspected at our facility unless we need to speak to you directly about the quote we wish to make. We require prompt receipt of your device and we expedite this process of our inspection and processing of payment pursuant thereto as necessary to conform with objective conditions of fluctuating market prices, continuous changes in supply and demand governing our ability to pay up to a certain amount. The timeframes set forth below are deemed necessary by these dictates of our business and you are acknowledging your understanding thereof and agreement thereto each by requesting the prepaid shipping materials and sending us your device as the result of accepting these terms on the checkout page.

B. You agree to ship your device within **7** days of receiving the protective packaging. Delay in shipping may negatively affect the determination of value of the device. We determine the value of your device based on our systematic analysis of such devices and the current marketplace. Many factors are taken into consideration, such as the age of the device, the manufacturer and model of the device, the wear and tear apparent on the

device, whether the device is usable and or intact in nature and other elements that would affect its resale value or costs of repair to the device. If we decide to purchase your device whether at the initial quote or a lower quote, we immediately send out an email with the amount of payment based on the assessment. Your rights as to such payment are governed in paragraphs E and F, below. If we decide not to purchase the device, you will be given the option of allowing us to recycle the device in which case you will not receive any payment for the device. You must appropriately package the device you send us in order to protect it from harm during the shipping process. You are solely responsible for any harm that comes to the device you send us if you fail to appropriately package the device prior to sending it.

C. (a) Sending your item to us. You are solely responsible for the risk of loss or damage of/to your property while it is being shipped to us and while it is shipped from us to you, should we return the item to you. We are responsible for risk-of-loss when we open the packaging containing your Product and ceases in the event we return your product to you for any reason. For the avoidance of doubt, in such event, risk of loss will be transferred to you once we deliver the package to the carrier for return to you and you will bear the risk-of-loss while the Product is in transit.

D. (b) Data Removal. We will endeavor to remove any data upon your hard drive or other media storage of your device and may reformat the drive in order to do so. However, we cannot guarantee that all personally identifiable data or other sensitive or security related information will be removed from your drive or other memory devices by us. Accordingly, you should remove any such information from your device before you send it to us. You agree to hold us harmless and indemnify us from any loss or injury resulting from your failure and our failure to remove such information prior to reselling or recycling the device that you send. We are not responsible for any loss suffered by you due to any data that is not erased from the device and becomes available to any third party subsequent to our final disposition of your device. Remember to make all necessary backups or transfer of data from your device before you send it if you wish to keep or reuse any data that is stored on your device.

E. Should you be given an initial quote via our website AND we, upon inspection of your device, agree to pay you that amount, **you are legally and contractually bound to sell us such device for the price initially quoted** via the website once you have shipped the device to us.

F. Should we, upon inspection of your device, decide to quote you a lower price than originally initially quoted, we will email you notice of such amount and you will have three days to either accept or reject that new lower price. The three days begins to run upon inspection of your device and our e-mailing you notice of intended payment either pursuant to the original initial quote or such value as we determine in our sole discretion. If you reject any subsequent quote prior to the elapsing of this three-day period, we will return your device to you within five days thereafter. If you fail to either accept or reject the new quote within the three days or IF WE ARE UNABLE TO CONTACT YOU AND YOU FAIL TO CONTACT US BY PHONE WITHIN THESE 3 DAYS, YOU WILL BE DEEMED TO HAVE ACCEPTED THE NEW QUOTE/PAYMENT AND WE WILL HAVE PURCHASED YOUR DEVICE FOR THAT PRICE and paid for pursuant to the terms of this agreement. It is your responsibility to be available to receive a call or an e-mail for the purposes of our contacting you to notify you of such new quote. In all cases where you request the return of your device by phone and within the three (3) days set forth above, such device will be returned free of charge. Electronic Notices and Transactions. You agree to transact with us electronically, including without limitation, agreeing to terms and conditions or offering to sell your Product by electronic means. You authorize us to provide you with terms and important notices about our company and your transactions to an email address you provide to us or by posting notices on an applicable page (or my account area) on our website. It is your duty to keep your email address accurate and up to date and to maintain a valid email address and to ensure that emails we send you are not filtered or stopped by spam filters or other types of email blocking functionalities. It is your responsibility to ensure that e-mail from our company is not discarded as SPAM. If you no longer desire to transact electronically with us, you may no longer use the Websites.

G. Product Inspection; Quote Recalculation. Your Product must be received by us within ten (10) days after you accept the original quote provided by us and complete the check-out process on the Website (the "Delivery Period") or the quote shall automatically expire. Packing and shipping recommendations provided to you by We should be followed in order to avoid possible damage to or loss of the Product in transit. We will inspect all Products that are received. We have the option to accept or reject the Product, including without limitation, to reject any Product not conforming to the description you provided to us, any Product modified in such a way that it no longer conforms to the original factory specifications, any Product no longer complying with applicable laws or regulations (e.g., FCC rules, etc.) and/or any Product damaged or lost in transit. If we reject the Product for any of these reasons, the initial quote automatically expires and is rescinded. We reserve the right to revoke the initial quote and provide a revised quote for the Product or return your device if: (a) the Product and/or materials are not as described, (b) the Product is received by us after the Delivery Period, (c) we receive Product(s) that are different from those identified when your quote was calculated (d) market conditions have changed or (e) for any reason we determine is necessary.

H. Recalculated Product Quotes after Inspection. In the event we recalculate the initial quote provided for the Product after it has been received and inspected, as described above, you shall have the option of accepting or rejecting the new such quote. If you accept the new quote, you will be paid in normal course and in accordance with these service terms. If you reject the new quote, we will return the Product to you at the address from which it was originally sent. We will give you a period of three (3) days after we present you with a recalculated quote via email at the address you provided to accept or reject the new quote (the "New Quote Period"). However, if the new quote is neither affirmatively accepted nor rejected by you during the New Quote Period, the new quote will be deemed to have been accepted by you and you will be paid the new quote price in the normal course and in accordance with these service terms. For the avoidance of doubt, your acceptance of the initial quote and/or any new quote pursuant to these terms and conditions is final and you may not change your mind later about accepting such quote price.

I. Updating your information and email communication preferences: We want to communicate with you only if you want to hear from us. If you prefer not to receive information from us, please let us know by calling us FREE at 888-821-1143 or by sending us an Email. Be sure to include your Email address, full name, and specifically what information you do not want to receive. Please note that sometimes these requests may take up to 1-2 weeks to be effective. In addition, when you sell your electronics to us online, we may need to contact you via phone, Email or mail to address questions or issues specific to your order, or with a promotional offer. If you would like to opt out of any further communication after completion

of the principal transaction(s), please use the opt out link in the email message sent to you or contact us via email including your Email address, full name, and specifically what information you do not want to be receiving from us in the future. If you would like to update or correct your Email address, street address or other personal information with us please contact us either by phone or email.

J. Fitness for Sale; Phone and Internet Service. You must have all right, title, and interest in any and all Products you seek to sell to us and all Products must be able to be activated for new service (unless the Product is incapable of being activated because it is in "Broken" condition). The Products and the sale and shipment of such items to us: (a) must comply with all applicable laws, statutes, ordinances, including without limitation all import and export laws as described below, (b) may not infringe on third party intellectual property rights (including copyrights, trademarks, patents, trade secrets or other proprietary rights), and (c) shall not be counterfeit, stolen, or fraudulent. You represent and warrant that the Products are free of any liens or encumbrances, including third-party software which may not be transferred or for which royalties are due. By using the Services, you agree to indemnify us from all claims or losses sustained by us as a result of any breach of these representations and warranties. It is your responsibility to discontinue phone, Internet and/or any similar service on your Product prior to selling it to us. We are not responsible for any service charges related to your Product, whether you incur such charges before, during or after your use of the Services. It is also your responsibility to remove any security codes that would prevent use of any Product.

K. Lawful Sales Only. By agreeing to these terms and conditions and by shipping your device to us, you certify that you are the legal owner of the device that you send. You must own the right, title and all legal interest in the device you send us. Your sale and or shipment of any such item must not violate any law, regulation or statute of any jurisdiction. You may not unlawfully transfer or encumber any intellectual property, trademark, copyright, patent, software, license or other legal right or restriction via your shipping or selling of the shipped item. The item you ship must be free of all legal restrictions that would affect the value of the item, restrict your legal right to transfer ownership of the item (including the item itself, software present on the item, or hardware on or inside the item). You must refrain from violating any export laws or restrictions. The item you send (including all related materials, software and add on hardware) may not be counterfeited, stolen, or contain harmful or offensive content of any nature. You agree to hold us harmless and indemnify us from any and all loss of any nature, including fees, costs, judgments, liens and reasonable attorney's fees, arising from any threatened or actual legal action should you violate this term and condition of this Agreement.

L. Failure to Return Product or Contents Thereto. Under certain limited circumstances, at no fault of ours, we may not be able to return your item and you agree to hold us harmless from any loss regarding our failure, when outside of our control, to return your device to you. We will never under any circumstance duplicate or return any software or data contained on your device.

M. Legal title of your device passes to us when we agree to pay you the initial quote amount as shown on our website, you agree to accept a lower quote that we make to you or we send you notice of new quote and you do not call us within three (3) days requesting to receive return of your device or to have us recycle such device. All payments are sent as established by our normal course of business. If we do not agree to accept your product by way of purchase or as a machine to be recycled, then title does not pass to us. Title for all devices accepted for recycling passes to us when you agree to allow the device to be recycled. All decisions about whether or not we purchase your device and for what dollar amount are final. Any quote to purchase your device that we make is a non-transferable quote and also expires if not accepted by you in a timely manner, as described herein. At any time we may decide, without prior notice, to discontinue purchasing any particular or all items.

N. Errors. Should we make a material error in any representation of facts, information or offers to you, your sole recourse is to request the return of the item that you have sent to us. Your ability to request the return of the item elapses three days after your receipt of our email notifying you of the amount of the quote. In the event that you elect to cancel the transaction prior to the elapsing of the three days, we will return the item to you upon your request. Passing of Title. Title to the applicable Product passes to us upon our acceptance of the Product for the initial quote or the new quote, as applicable. If there is a Return Circumstance, title shall not pass and shall remain with you.

O. Non-Transferable. Any quote by us for your Product is non-transferable and not redeemable for any other consideration other than what is offered by us.

P. Promotions. From time to time, and at our sole discretion, we may offer promotional programs as an incentive to customers. Promotions applicable to payments are applied as an increment to the final value of a customer's Product, but they are not considered a change in that final value. Promotional programs have explicitly defined terms, including but not limited to, expiration, usage per person and per transaction, and other limitations and restrictions. Unless otherwise stated, promotions must be applied by you before checkout. For the avoidance of doubt, once checkout is completed, promotions cannot be applied to the same transaction. We reserve the right, in our sole discretion, to cancel or refuse promotions.

Q. Accuracy of all Information. We make every effort to ensure the accuracy of all information you receive in relation to your Product. From time to time, however, there may be typographical errors, technical inaccuracies, pricing or other errors or omissions. As such, we reserve the right, at any time prior to payment, to: (a) Correct an error. (b) Change the terms.

R. Privacy. We view protection of users' privacy as a very important community principle. When you use the Web Sites and the Services, we collect information about you. You agree that we may collect and use your information in accordance with the Privacy Policy, which you can review by going to the website: [privacy\\_policy](#), as the same may be updated from time to time. If you object to your information being transferred or used in this way please do not use our Web sites or services.

S. Access. You are responsible for obtaining at your own expense all equipment and services needed to access and use the Websites and the Services, including all devices, Internet browsers and Internet access. If you access the Website and the Services through a mobile or wireless device, you are responsible for all fees that your carrier may charge you for data, text messaging and other wireless access or communications services.

T. Use of Services. By using the Websites, you agree not to (i) access any of the Services by any means (including, without limitation, by use of scripts, web crawlers or similar methods) other than through the user interface provided by us; and (ii) engage in any other activity that interferes with or disrupts the Services or performance of the Websites.

U. No Warranties. WE PROVIDE THE SERVICES AND WEBSITES "AS IS," "WITH ALL FAULTS," AND "AS AVAILABLE," WITHOUT EXPRESS OR IMPLIED WARRANTIES OF ANY KIND. WE DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY, ACCURACY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND THE IMPLIED CONDITIONS OF SATISFACTORY QUALITY. WE MAKE NO REPRESENTATIONS THAT YOUR TRANSACTIONS WITH US WILL MEET YOUR REQUIREMENTS.

V. Limited Liability. IN NO EVENT SHALL THE COMPANY, ITS DIRECTORS, OFFICERS, EMPLOYEES, AFFILIATES, AGENTS OR CONTRACTORS BE LIABLE FOR ANY COMPENSATORY, DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, LOSS OF DATA, INCOME OR PROFIT, LOSS OF OR DAMAGE TO PROPERTY, OR ANY CLAIMS OF YOU OR OTHER THIRD PARTIES WHATSOEVER WITH RESPECT TO YOUR TRANSACTIONS WITH US UNDER THIS AGREEMENT. Some states do not allow the exclusion or limitation of liability of consequential or incidental damages, so the above exclusions may not apply to all users; in such states liability is limited to the fullest extent permitted by law.

W. Indemnity. You agree to indemnify, defend, and hold the company harmless, its parent, subsidiaries, affiliates, officers, directors, employees, agents, representatives, vendors and distributors from and against any and all claims, liabilities, damages, losses, costs, expenses, or fees (including reasonable attorneys' fees) that such parties may incur as a result of or arising from your (or anyone using your account's) violation or breach of any terms under this Agreement. We reserve the right to assume the exclusive defense and control of any matter otherwise subject to indemnification by you and, in such case, you agree to cooperate with our defense of such claim.

X. Entire Agreement/No Waiver. This Agreement constitutes the entire agreement of the parties with respect to the subject matter hereof. The captions are used only as a matter of convenience and are not to be considered a part of this agreement or be used in determining the intent of the parties to it. No waiver by us of any breach or default hereunder shall be deemed to be a waiver of any preceding or subsequent breach or default.

Y. Correction of Errors and Inaccuracies. The We Website and any correspondence related to a transaction may contain typographical errors or other errors or inaccuracies and may not be complete or current. We therefore reserve the right to correct any errors, inaccuracies or omissions and to change or update the Content at any time without prior notice. We do not, however, guarantee that any errors, inaccuracies, or omissions will be corrected.

Z. Modification. We reserve the right to modify this Agreement at any time. If you do not agree to the changes, you may discontinue using the Websites and/or the Services. Your continued use of any Website and/or Services after any such changes take effect constitutes your acceptance to such changes. Each time you submit a Product for sale to us, you reaffirm your acceptance of this Agreement as in effect at the time of such use. You are responsible for reviewing this Agreement each time you use the Websites and/or the Services. The Agreement is and will be located on the website. The last date this Agreement was revised is set forth below. Terms and conditions modifying the Agreement are effective immediately upon posting.

If you have any questions, concerns, or suggestions regarding the above Agreement, please feel free to email our [webmaster](#).

#### General Terms and Conditions

**THESE TERMS AND CONDITIONS ARE GOVERNED BY, AND CONSTRUED IN ACCORDANCE WITH, NEVADA LAW, AND NO CONFLICT OF LAWS OR PROVISIONS OF ANY JURISDICTION WILL APPLY TO THESE TERMS AND CONDITIONS. BY CHECKING THE BOX STATING "I AGREE TO THE TERMS AND CONDITIONS" AND THEREAFTER CLICKING ON "SELL NOW", YOU ARE AUTHORIZING THIS TRANSACTION PURSUANT TO ALL SUCH TERMS AND CONDITIONS. CHECKING THE BOX "I AGREE" FURTHER ACKNOWLEDGES YOUR AGREEMENT THAT ANY ACTION AT LAW OR IN EQUITY ARISING OUT OF OR RELATING TO THESE TERMS AND CONDITIONS WILL BE FILED ONLY IN STATE OR FEDERAL COURT LOCATED IN RENO, NEVADA AND YOU HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENT AND SUBMIT TO THE EXCLUSIVE JURISDICTION OF SUCH COURTS OVER ANY SUIT, ACTION, OR PROCEEDING ARISING OUT OF THESE TERMS AND CONDITIONS.**

**Entire Agreement. No Waiver.** This Agreement constitutes the entire agreement between the parties. Captions are used only as a matter of convenience and have no legal import. No waiver by us regarding any breach or default shall be deemed to be a waiver of any preceding or subsequent breach or default. Our website or other publications and communications may contain errors. We reserve the right to correct any errors in writing or orally with you. We strive to make every transaction fast and easy! Should you have any questions regarding these terms and conditions, please do not hesitate to call us at 1-888-634-4409 or email using the [Contact Us](#) page.

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**STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL**

100 N. Carson St. Carson City, NV 89701 Phone: 775-684-1100 Fax: 775-684-1108	555 E. Washington Ave., #3900 Las Vegas, NV 89101 Phone: 702-486-3420 Fax: 702-486-3768
--	--

www.ag.nv.gov

*For official use only:*

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

Complaint Type: \_\_\_\_\_

Referred by:  BCP  GI

IFU  OML  MFU

MFCU  PIU  WCFU  
(Stamp here)

12/8/14  
LC  
7:46  
P:04  
12/9/14  
LC

## COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS: Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.**

### SECTION 1.

#### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Berens Michael J

Last First MI

Your Address: 145 Copper Hills Drive, Canton, GA 30114

Address City State Zip

Your Phone Number: 770 8426299

Home Cell Work Fax

Email: mjberens@comcast.net Call me between 8am-5pm at:  Home  Cell  Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

#### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: ecyclebest

Individual/Contact: \_\_\_\_\_

Last First Job Title (Example: CEO)

Individual/Business Address: 84 Coney Island Drive, Sparks, NV 89432

Address City State Zip

Individual/Business Phone: 888-634-4409

Work Mobile Fax

Individual/Business Email: support@ecyclebest.com

Individual/Business Web Site: www.ecyclebest.com

### SECTION 2.

Did you make any payments to this individual or business?  Yes—Continue to Next Question  No—Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

This company is supposed to buy used electronics. You enter the information on their website, they provide you a price of what they will pay you. We went thru this company and they offered \$237 for an Iphone5. The email we received says they are willing to pay us \$37. According to their terms of agreement, you have 3 days to speak with them and request your product back. I have called them 35 times today. You are able to speak with their customer service group, however, when they transfer you to purchasing, you are on hold for 5 minutes, then the system disconnects you and you get to start all over.

This company is pure fraud, and should not be doing business.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

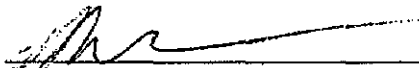


**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

Michael J Berens  
Print Name

12/6/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

Gender:  Male  Female

Have you previously filed a complaint with our office?:  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

**Ethnic Identification:**

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

**Primary Language:**

- English
- Spanish
- Other: \_\_\_\_\_

May we provide your name and telephone number to the media in the event of an inquiry about this matter?

Yes  No

How did you hear about our complaint form (please choose only one):

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other



OFFICE OF THE ATTORNEY GENERAL  
LAS VEGAS NEVADA

STATE OF NEVADA  
OFFICE OF THE ATTORNEY GENERAL

100 N. Carson St.  
Carson City, NV 89701  
Phone: 775-684-1100  
Fax: 775-684-1108

555 E. Washington Ave., #3900  
Las Vegas, NV 89101  
Phone: 702-486-3420  
Fax: 702-486-3768

www.ag.nv.gov

For Official Use Only

Received by:	
Date Received:	
Claimant:	
Type:	
Referred to:	<input type="checkbox"/> ACP <input type="checkbox"/> CEU
	<input type="checkbox"/> HFU <input type="checkbox"/> COMS <input type="checkbox"/> MFU
	<input type="checkbox"/> MPEU <input type="checkbox"/> PIOP <input type="checkbox"/> WCEU
	<i>(Other)</i>

DEC - 1 2014

ADMINISTRATION

# COMPLAINT FORM

The information you report on this form may be used to help us investigate violations of state laws. When completed, mail or fax your form and supporting documents to one of the office locations listed above (it is not necessary to submit this form to both locations). Upon receipt, your complaint will be reviewed by a member of our staff. The length of this process can vary depending on the circumstances and information you provide with your complaint. The Attorney General's Office may contact you if additional information is needed. If you have a claim against the State of Nevada, complete the Tort Claim Form found on our website.

**INSTRUCTIONS:** Please TYPE/PRINT your complaint in dark ink. You must write LEGIBLY. All fields MUST be completed.

## SECTION 1.

### COMPLAINANT INFORMATION

Salutation:  Mr.  Mrs.  Ms.  Miss

Your Name: Adler

Barry

D.

Last

First

MI

Your Address: 18871 Oak Leaf Lane

Northville

MI

48138

Address

City

State

Zip

Your Phone Number: 248-349-8414

248-330-8444

248-855-5090

248-855-0424

Home

Cell

Work

Fax

Email: [compatty@aol.com](mailto:compatty@aol.com)

Call me between 8am-5pm at:

Home

Cell

Work

Age:  Under 18  18-29  30-39  40-49  50-59  60 or older

### BUSINESS OR INDIVIDUAL COMPLAINT IS AGAINST

Business/Provider Name: [Cashforphones.com](http://Cashforphones.com)

Individual/Contact: Unknown. Never the same person twice. Refused to disclose last names

Last

First

Job Title (Example: CEO)

Individual/Business Address: 994 Glendale Ave #1

Sparks

NV

89431

Address

City

State

Zip

Individual/Business Phone: 888-821-1143

Work

Mobile

Fax

Individual/Business Email: [info@cashforlaptops.com](mailto:info@cashforlaptops.com)

Individual/Business Web Site: [www.cashforlaptops.com](http://www.cashforlaptops.com)

## SECTION 2.

Did you make any payments to this individual or business?  Yes-Continue to Next Question  No-Skip to Section 3

How much did the company/individual ask you to pay? \_\_\_\_\_

Date(s) of payments (mm/dd/yyyy): \_\_\_\_\_

How much did you actually pay? \$ \_\_\_\_\_ Payment Method:  Cash  Credit Card  Debit Card  Check  
 Financed  Wire Transfer  Money Order  Cashier's Check Other: \_\_\_\_\_

Was a contract signed?  Yes  No If yes, date you signed the contract (mm/dd/yyyy): \_\_\_\_\_

Identify your attempts to resolve the issue(s) with the company, corporation, or organization.

Have you contacted another agency for assistance? Yes No If so, which agency? \_\_\_\_\_

Have you contacted an attorney?  Yes  No  
If so, what is the attorney's name, address, and phone number?

Last	First	Phone	
Address	City	State	Zip

Is court action pending?  Yes  No Have you lost a lawsuit in this matter?  Yes  No

### SECTION 3.

Please detail the nature of your complaint against the individual, business, or provider listed in Section 1. Include the who, what, where, when, and why of your complaint. You may use additional sheets if necessary.

My complaint is:

Several weeks ago I contacted these folks via e-mail and received a quote to buy my used Apple I-phone 5 for \$233. This was about \$50 more than I was offered by a competitor, Gazelle.com. I accepted the offer and was mailed a box with instructions to mail my phone to them. About 10 days later I received an e-mail saying I was being offered \$42 which I immediately rejected via e-mail. I received an e-mail the next day telling me I had to call them during specific business hours to cancel my order for them to return my phone. I called several times over the course of the next 2 days, was placed on hold for prolonged periods of over 30 minutes, and was greeted with a recording telling me to be patient due to "high call volume". There was no option to leave a message. I called about 10 times over the course of the next few days and never could get a person to talk to. I sent another e-mail requesting that my phone be returned to me. I finally got through on the 4th day after I received their e-mail telling me it was too late to get my phone back because it had to be requested within 3 days of their offer. I explained that I tried and tried to get through, also sent an e-mail, and never received a response. I was told it was "too bad" that I could not get through and nothing could be done. I was refused the opportunity to talk to a supervisor. I was told "we don't have any supervisors". I accused them of running a sophisticated scam and they hung up on me. I am convinced they make it impossible to cancel the transaction by phone as a means of ripping people off with low ball offers after an initial bad faith high quote to suck people in. This conduct is unconscionable. I ask that you try and call them and see what happens.

### SECTION 4.

List and attach photocopies of any relevant documents, agreements, correspondence, or receipts that support your complaint (examples include billing statements, correspondence, receipts, payment information, witnesses, and any other document which explains or supports the matters raised in the complaint). No originals. Copy both sides of any canceled checks that pertain to this complaint.

See attached.

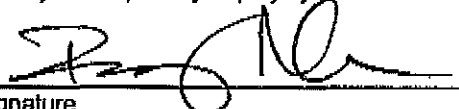
I don't have a copy of the original quote but have printed out today's price quote for the same phone of \$197. I do understand that these quotes change (lower) over time and my original quote was received on or about October 10, 2014.

**SECTION 5.**

Sign and date this form. The Attorney General's Office cannot process any unsigned, incomplete, or illegible complaints.

I understand that the Attorney General is **not my private attorney**, but rather represents the public by enforcing laws prohibiting fraudulent, deceptive or unfair business practices. I understand that the Attorney General does **not** represent private citizens seeking refunds or other legal remedies. I am filing this complaint to notify the Attorney General's Office of the activities of a particular business or individual. I understand that the information contained in this complaint may be used to establish violations of Nevada law in both private and public enforcement actions. In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining. I authorize the Attorney General's Office to send my complaint and supporting documents to the individual or business identified in this complaint. I also understand that the Attorney General may need to refer my complaint to a more appropriate agency.

I certify under penalty of perjury that the information provided on this form is true and correct to the best of my knowledge.

  
Signature

Barry Adler  
Print Name

12/1/2014  
Date (mm/dd/yyyy)

**SECTION 6. (Optional)**

The following section is optional and is intended to help our office better serve Nevada consumers. Please check the categories that apply to you.

**Gender:**  Male  Female

**Have you previously filed a complaint with our office?:**  Yes  No

If yes, enter in the approximate filing date (mm/dd/yyyy) of your original complaint: \_\_\_\_\_

**I am (mark all that apply):**

**Ethnic Identification:**

**Primary Language:**

- Income below federal poverty guideline
- Disaster victim
- Person with disability
- Medicaid recipient
- Military service member
- Veteran
- Immediate family of service member/veteran

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American/Alaskan Native
- Asian/Pacific Islander
- Other: \_\_\_\_\_

- English
- Spanish
- Other: \_\_\_\_\_

**May we provide your name and telephone number to the media in the event of an inquiry about this matter?**

Yes  No

**How did you hear about our complaint form (please choose only one):**

- Called/visited Las Vegas AG Office  Called/visited Carson City AG Office  Called/visited Reno AG Office
- Attended AG Presentation/Event  Another Nevada State Agency/Elected Official  Search Engine  AG Website
- AG Social Media Sites  Media: Newspaper/Radio/TV  Other

From: Barry Adler <compatty@aol.com>  
To: CashForLaptops Family of Websites <support@cashforiphones.com>  
Subject: Re: Barry, Cash is Waiting For You! Ship now to get [ Your Bonus Gift! ]  
Date: Mon, Oct 20, 2014 6:37 am

I am waiting for delivery of my new Iphone 6. As soon as I get it, I will send you my old phone. i got the box. Thanks.

On Oct 19, 2014, at 9:22 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Dear Barry,

It's Brian with an important update on your CASH reserve for your iPhone 5 32GB Unlocked:

**• Accounting Has Allocated Your Cash Payment**

I can't wait to send you the cash. But in order to do that, we must receive your device as soon as possible. The special EcycleBest / CashForLaptops pre-paid return shipping container has been

sent to you. If you have not received it, call me at 1-888-821-1143 1-888-821-1143 .

**• You Must Act TODAY to Receive Your Special Bonus Gift Card!**

You've only got ONE DAY LEFT. Don't miss out on receiving your Special Bonus Gift Card. You're really going to love this easy to use Gift Card.

**• PACKAGE RETURN INSTRUCTIONS**

We've made it FAST and EASY to send us your package for CASH.

- You can give the return shipping container to your US Postal Carrier
- Or you can drop it off at your nearest US Post Office
- Best yet – you can schedule a Free Postal PICK-UP by clicking the link below:

**>>>>>CLICK HERE NOW TO SCHEDULE YOUR FREE SHIPPING PACKAGE PICKUP!**  
**<<<<<**

*I'VE REQUESTED OUR PAYMENT DEPARTMENT TO KEEP YOUR ACCOUNT ACTIVE. I'm watching out for you. DON'T MISS OUT!*

**Call me at 1-888-821-1143 1-888-821-1143 if you have any questions. I'm here to help.**

*Your Countdown to Cash is ON! Don't miss out. Mail the package today!*

Thanks,

**Brian**  
Customer Satisfaction Champion

- [Cash for Laptops](#) | [Facebook](#) | [Twitter](#) | [Email](#)
- [Cash for iPhones](#) | [Facebook](#) | [Twitter](#) | [Email](#)
- [eCycle Best](#) | [Facebook](#) | [Twitter](#) | [Email](#)

From: Barry Adler <compatty@aol.com>

To: CashForLaptops Family of Websites <support@cashforiphones.com>

Subject: Re: Order 490837, Your Device Has Been Inspected

Date: Sat, Nov 8, 2014 6:26 am

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THERE IS NO FUCKING WAY I AM ACCEPTING \$42 FOR THE PHONE. SEND IT BACK TO ME IMMEDIATELY. I WAS PROMISED \$233 FOR THE DEVICE. I AM REPORTING YOUR CONDUCT TO STATE LICENSING AUTHORITIES.

On Nov 7, 2014, at 7:30 PM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Hi Barry,

**Good news:** your device arrived safely at our facility and just received a professional appraisal by our qualified device inspectors.

Nothing to do now but receive your cash!

After carefully inspecting your device by hand, seeing its condition, and following up-to-the-minute market conditions—you're owed \$42 for the device.

This is the same amount we'd pay everyone else *for the same device right now*, and it follows the Terms & Conditions we agreed upon when you sent your device.

***What's Next?***

No more waiting around; our accounting team is processing your cash right now, and within 3 business days we'll be sending you your PayPal payment.

Thanks for trusting us as your unwanted device recycler, and improving our environment while you're at it.

Have an amazing day and look out for your payment!

In Your Service,

Peter Thompson  
Customer Satisfaction Champion

**From:** Barry Adler <compatty@aol.com>  
**To:** support <support@cashforiphones.com>  
**Subject:** Re: Order 490837, Your Device Has Been Inspected  
**Date:** Tue, Nov 11, 2014 4:37 pm

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Nobody answers your fucking phones. I am placed on hold for hours, and your company is a fraud. Send me back my phone immediately. I intend to report your company's conduct to the Michigan Attorney General consumer fraud division. Unreal. You should be ashamed of yourself. This is your last warning.

Barry Adler  
[compatty@aol.com](mailto:compatty@aol.com)

-----Original Message-----

**From:** CashForLaptops Family of Websites <support@cashforiphones.com>  
**To:** compatty <compatty@aol.com>  
**Sent:** Sat, Nov 8, 2014 2:31 pm  
**Subject:** Re: Re: Order 490837, Your Device Has Been Inspected

Dear Barry,  
Thank you for your email. I understand you would like to have your device returned. All returns must be requested over the phone not through emails. Please contact our Seller services department at 888-821-1143. Mon-Fri 6am-5PM PST

Respectfully,  
Kevin  
Customer Service  
888-821-1143  
Hours of operation: Mon-Fri, 7 a.m. to 4 p.m. PST



From: Barry <compatty@aol.com>  
To: CashForLaptops Family of Websites <support@cashforiphones.com>  
Subject: Re: Barry - Order 490837 Status: PayPal Payment Sent  
Date: Thu, Nov 13, 2014 1:04 pm

I did not agree to accept anything. Send my phone back NOW.

From my iPhone

Barry Adler

On Nov 13, 2014, at 8:23 AM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Dear Barry,

Thank you for recycling your Apple iPhone 5 32GB Unlocked!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

With your online account, you have access to the following features:

Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: [compatty@aol.com](mailto:compatty@aol.com)

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**

Customer Satisfaction Champion

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Cash for iPhones | [Facebook](#) | [Twitter](#) | [Email](#)

eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

From: Barry <compatty@aol.com>  
To: CashForLaptops Family of Websites <support@cashforiphones.com>  
Subject: Re: Barry - Order 490837 Status: PayPal Payment Sent  
Date: Thu, Nov 20, 2014 8:29 pm

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Where is my phone you promised to return to me? You are total ripoffs.

From my iPhone

Barry Adler

On Nov 13, 2014, at 8:23 AM, CashForLaptops Family of Websites <support@cashforiphones.com> wrote:

Dear Barry,

Thank you for recycling your Apple iPhone 5 32GB Unlocked!

Your PayPal payment has been processed and will be on its way to you in no time! Expect it to arrive in your PayPal account within the next 24 hours.

ENJOY your CASH and FEEL GOOD for responsibly recycling your electronics. Tell everyone to visit <http://www.cashforiphones.com/> to recycle their electronics too!

**Things to keep in mind**

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Refer all of your friends to earn CASH. Use your personal referral code to earn anywhere from \$4 to \$10 for each device SENT to us by your friend.

View your order and referral history

Track your packages

Update your personal information

Reset your password

View message history

Login to your account by visiting <http://www.cashforiphones.com/>:

Username: [compatty@aol.com](mailto:compatty@aol.com)

Your password can easily be reset by visiting [http://www.cashforiphones.com/reset\\_password](http://www.cashforiphones.com/reset_password).

Thank you!

**Brian**

Customer Satisfaction Champion

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eCycle Best | [Facebook](#) | [Twitter](#) | [Email](#)

**CashForiPhones.com**

**Order Summary for:**

BRAND:	Apple
MODEL:	iPhone 5 32GB Unlocked
USER ID:	222482
SHIPPING OPTION:	Send me a box
PAYMENT OPTION:	Paypal
SALE ID:	490837
AMOUNT PAID:	\$42.00

Thank you and congratulations for choosing CashForiPhones.com and turning your used..... fast AND easy cash!

**Prompt Payment Policy:** We will mail your payment check (or pay you via Paypal if that is your choice) the next business day after we receive and inspect your device at our facility.

We will pay you as soon as we confirm condition of your device and payout amount (via email or telephone).

Please include all accessories including AC adapters and cables  
Please pack all devices in this box  
Please send back one copy of this summary sheet

www.CashForiPhones.com  
994 Glendale Ave #1  
Sparks, NV 89421  
1-888-821-1143



Get Cash Fast - guaranteed  
Excellent Service - guaranteed  
Best Process - guaranteed

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My Account | Contact Us

Sell Your iPhone by: MODEL | CONDITION | CARRIER | Learn More About | iPhone Recycling | Buy Back Programs | Trade-In's  
Home > Estimator

## Initial Quote for Apple iPhone 5 32GB Unlocked

The Original  
CashForLaptops business  
since 2002

Select Your Model and Get An Initial Quote

1 Search & Find Your Device

### My Cashbox

Sell now

2 See Your Initial Quote

iPhone 5 32GB Unlocked  
\$197 Remove

#### My iPhone:

- Powers on and works fine
  - Does Not Power On
  - Has a Damaged or Defective Screen
  - Has a Bad Battery
- OR

Depending on its condition,  
we can pay you as much as

# \$197

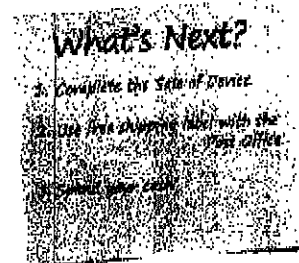
# \$197

see terms and conditions

Add Another Device



Laptop, Tablet, iPhone, iPad



3 Request FREE, prepaid, protective packaging

**Sell Your iPhone by Model**

- iPhone 4
- iPhone 4s
- iPhone 5
- iPhone 5s
- iPhone 5c

**Sell Your iPhone by Condition**

- New iPhone (out of the box)
- Old iPhone (barely used)
- Used iPhone (not damaged)
- Damaged iPhone (not broken)
- Broken iPhone (still works)
- Dead iPhone (not working)

**Sell Your iPhone by Carrier**

- AT&T
- Boost Mobile
- Cricket
- MetroPCS
- Sprint
- Verizon
- Other Carrier
- Unlocked

**Other Resources**

- Help/FAQ
- Blog
- Resources
- Press

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## **Exhibit 5**

**AFFIDAVIT**

STATE OF OREGON     )  
                                  )  
COUNTY OF MULTNOMAH)

Ann Harmless hereby swears (or affirms) under penalty of perjury, that the following assertions are true:

1. Affiant is currently unemployed and living in Portland, Oregon.
2. Several months ago, Your Affiant began doing mobile iPhone and iPad repairs in Portland, Oregon. Your Affiant thought it would be a perfect opportunity to wed her quirky yet diverse skills. Over a period of 4 months, Your Affiant had acquired multiple broken iPhones and iPads from people who were interested in getting cash on the spot for their broken device rather than pay for repairs. However, her diminishing eyesight and osteoarthritis made it impossible for her to pursue this vocation.
3. Your Affiant decided to simply repair the devices in her possession and sell them. Your Affiant began to investigate online options for selling these devices. Your Affiant found the link to [ecyclebest.com](http://ecyclebest.com) and [cashforiphones.com](http://cashforiphones.com) repeatedly. Your Affiant visited their sites to see what they were offering for her devices.
4. [Cashforiphones.com](http://Cashforiphones.com) far and away gave your Affiant the highest quote for the devices. Your Affiant submitted a request for a quote on her devices around November 18, 2014. All of the devices being sold had a certification of 'refurbished' because the warranty guaranteed that all parts were new and previous repairs had been completed by the Affiant who is a Certified iTech.

5. The quote for an iPad (3rd generation - 64 GB), an iPhone 5S (32 GB) and 2 iPhone 4S (one 32 GB and one 16 GB) was \$680.00. Your Affiant decided to send the buybacks in two batches because your Affiant did not have a sturdy box that was big enough to safely send all four devices. Your Affiant specifically packed the box with materials used by Apple and Amazon to prevent damage in transit. The company in question had earned a bit of credibility because of their free shipping option and coordination with the USPS.

6. Your Affiant received an email on November 27th that the initial package had been received (the package with the two iPhone 4S which are of significantly less value). The company claims that they will provide an offer price within 5-6 business days of receiving the device. Rather than receiving an email noting their offer price for the two iPhone 4S, your Affiant receive a note telling me that they have already sent me a check for the iPhone 5! The company claims that the iPhone 4 Series devices have no value.

7. Your Affiant sent multiple emails to cashforlaptops.com requesting return of your Affiant's devices. Your Affiant made one last attempt to reach the company by phone on December 10<sup>th</sup>. The person answering the telephone was hostile, rude, verbally assaultive and abrupt. She made a vague verbal threat telling me that "*I better watch myself because you never know what can happen*". Personally, your Affiant took that as a threat against her personal safety

8. On Monday, December 9<sup>th</sup>, when your Affiant realized that she was not going to get her devices back from Laptop and Desktop Repair. It is worth noting that your Affiant was depending on that money to pay for a move. Your Affiant has already given notice at her current residence but does not have sufficient funds to pay the remaining deposit on the new

apartment because of the situation at hand. Your Affiant may very well be homeless because of what this company has done.

9. Your Affiant was so distraught that I actually decided to contact her ex-husband, Keith Dubanevich, who is a practicing litigator and served as Deputy Attorney General for the State of Oregon under John Kroger.

10. Keith Dubanevich recommended that Your Affiant file a complaint with the Consumer Affairs Division in both Nevada and Oregon. The situation had caused enormous stress that stress turned to despair when she found out that the Nevada voters had stopped funding this division. Regardless, the Affiant decided to contact the Nevada Attorney General holding out some remote hope that the Nevada Attorney General's office could possibly do something about this matter.

I hereby affirm under penalty of perjury that the assertions of this affidavit are true

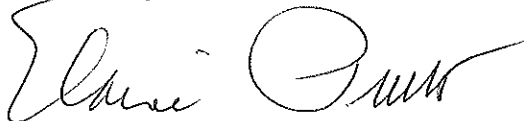
DATED this 15 day of dECEMBER, 2014.

  
\_\_\_\_\_  
AFFIANT

SUBSCRIBED and SWORN to before me

by Ann Hamless

this 15 day of December 2014.

  
\_\_\_\_\_  
Notary Public, in and for said  
County and State

