



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

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

4 messages

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

Wed, Jul 22, 2020 at 3:13 PM

To: dr.klumas@gmail.com

# SAMSUNG



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support

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\*\*\* This is a system-generated email from an unmonitored mailbox. Please do not reply \*\*\*  
\*\*\* PLEASE DO NOT REPLY TO THIS EMAIL\*\*\*

Dear Kay Lumas,

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

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

Thank you for your cooperation.

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

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

Fri, Jul 24, 2020 at 2:38 PM

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

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

[Quoted text hidden]

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

Fri, Jul 24, 2020 at 7:16 PM

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

[Quoted text hidden]

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

Mon, Jul 27, 2020 at 5:52 AM

Good Morning,

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

Respectfully,

**Willistine S | Office of the President**

Samsung Electronics America, Inc.

105 Challenger Road, Ridgefield Park, NJ 07660

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

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**From:** Dr. Kay Lumas <dr.klumas@gmail.com>

**Sent:** Friday, July 24, 2020 5:38 PM

**To:** Willistine S

**Subject:** Fwd: 177. Your repair for service ticket [4153355632] has been cancelled.

[Quoted text hidden]