

Beatrice Ford

From: Robert McLaughlin [rmclaughlin@organicbouquet.com]
Sent: Friday, May 14, 2010 11:57 AM
To: bsanderson@centralflorida.bbb.org
Subject: Kyeann Sayer, MA case #849F-A6D%

Dear Ms. Sanderson,

Ms. Kyeann Sayer contacted our customer service department on Friday May 7th with regard to her complaint of a less than satisfactory purchase. She complained that our customer service department was closed at 5pm Eastern time when in fact we have 24/7/365day a year customer service through a call center with over 60 agents to assist our customers. With irate customers such as Ms. Sayer it would be escalated to corporate office, which does close at 5pm. But as this was a holiday weekend we constantly monitored customer service issues both during the evening and on the weekend and that was how she received a FULL refund on the same day within hours of her first call.

She was given a refund because she called at 5pm on a Friday. Our flowers as she knows are shipped via FedEx and they do not pick up after 5pm nor on Saturday. So she was given a refund so she could buy whatever she desired on a local level to make her holiday a success for her mother. Her comments in this complaint regarding her wanting the flowers delivered on Tuesday so her Mother could have them on Mothers Day is absurd as she knows Mothers Day was on Sunday.

Ms. Sayer is a freelance writer with a history of aggressive behavior in search of a major headline. She provided pictures of not only the flowers she received from us, but in the background what appears to be flowers from other sources as well. It is my suspicion that she is doing research for a story and she has attacked us on blogs, reached out to past writers of positive articles of us and she is daily sending emails to our investors, employees and suppliers in an effort to engage us in debate for which we have declined. She is now attacking our company and suppliers in Latin America to debate the virtues of should companies support developing countries and demanding of our marketing department proprietary financial information regarding what she feels are unjust sending of jobs offshore.

Our official stance is that we shipped a product she was unhappy with, she was called back same day and given a refund so that she could spend it as she wished 2 days before mothers day and we agreed to send a replacement on Monday for her enjoyment. She found issue with that shipment as well. I see no further reason to address this issue with her, she is out zero dollars, received two shipments free of charge at our expense and we are not looking for any recourse. Aside from this response per your request we are not responding to her harassments, neither are our investors or staff.

If I can be of any further assistance, while I don't have any further detail I'm happy to help

Best Regards,

Robert