STATE OF NORTH CAROLINA 1:54 COUNTY OF WAKE 189 25 STATE OF NORTH CAROLINA ex rel. ROY COOPER, Attorney General,	IN THE GENERAL COURT OF JUSTICE SUPERIOR COURT DIVISION FILE NO.
Plaintiff,	
v.)	COMPLAINT
))	MOTION FOR TEMPORARY RESTRAINING ORDER
ANTIQUITIES VENDING COMPANY, d/b/a ANTIQUE VENDING; and ALAN HUFFMAN,	MOTION FOR PRELIMINARY INJUNCTION
Defendants)	

1. Plaintiff, the State of North Carolina, by and through its Attorney General, Roy Cooper, brings this action against defendants, alleging violations of the Unfair and Deceptive Trade Practices Act, N.C. Gen. Stat. § 75-1.1 et seq. Plaintiff seeks a Temporary Restraining Order, Preliminary Injunction, and other injunctive relief against defendants, as well as civil penalties, restitution for victims, attorneys' fees and other costs.

PARTIES

- 2. Plaintiff is the State of North Carolina, acting by and through its Attorney General, Roy Cooper, pursuant to authority granted by Chapters 75 and 114 of the North Carolina General Statutes.
- Defendant Antiquities Vending Company, d/b/a Antique Vending, is a business located in the town of Granite Falls, Caldwell County, North Carolina, with a business address of 30 South Main St. Number 2, Granite Falls, N.C. 28630. Antiquities Vending Company, d/b/a

Antique Vending, is not registered in North Carolina as a corporation, partnership, limited liability company or registered limited liability partnership.

4. Defendant Alan Huffman is the owner and operator of Antiquities Vending Company, d/b/a Antique Vending, and, upon information and belief, also resides in Granite Falls, Caldwell County, North Carolina. At all times relevant to this complaint, defendant Alan Huffman has owned, managed and controlled the operations of Antiquities Vending Company, d/b/a Antique Vending.

JURISDICTION AND VENUE

- 5. This Court has jurisdiction over the defendants pursuant to N.C. Gen. Stat. § 1-75.4 because defendants have transacted business within the state of North Carolina at all times relevant to this Complaint.
- 6. Venue properly lies in Wake County pursuant to the authority granted the Attorney General by N.C. Gen. Stat. § 75-14.

FACTUAL ALLEGATIONS

Introduction

7. Defendant Alan Huffman (hereinafter "Huffman"), as the owner and operator of Antiquities Vending Company, d/b/a Antique Vending ("Antiquities Vending"), is in the business of selling and restoring antique soda machines. Huffman advertises his business through a website, www.antiquevending.com. Huffman's website touts the skilled and detailed nature of the restoration and states that the company "prefer[s] to deal individually with each and every customer directly." According to the website, "[e]very customer is important." Huffman has customers residing throughout the United States and abroad.

- 8. The restoration work which Huffman promises to perform occurs under one of two scenarios. Either the consumer owns a machine and delivers it to Huffman for restoration, or else the consumer purchases a machine owned by Huffman. In the second instance, the purchased machine also typically needs restoration.
- 9. The work promised by Huffman typically entails detailed restoration, including painting, decal-work, and repair/replacement of the interior working parts of the machine, such as the coin mechanisms and refrigeration systems.
- 10. If the restoration involves a machine owned by the consumer, Huffman requires prepayment before he begins work. He and the consumer discuss and agree upon the restoration to be performed, and Huffman promises a completion date. Typically, Huffman demands prepayment of approximately one-half of the overall cost, and then demands the remaining half upon telling the consumer the machine is finished or almost-finished and shipment is imminent. If the restoration involves a machine owned by Huffman, typically Huffman demands payment of the full amount up-front (reflecting the cost of the machine and the agreed-upon restoration), and promises a delivery date.
- 11. In late 2012/early 2013, the Consumer Protection Division of the North Carolina Department of Justice (the "Consumer Protection Division") began receiving complaints against defendants. By March 2014, ten written complaints were received from consumers from around the country. Between mid-March 2014 and November 2015, the Consumer Protection Division received another 38 written complaints (see Exhibit 1, attached, Affidavit of Julie D. Daniel).
- 12. Consumers who complained to the Consumer Protection Division allege that

 Huffman violated his agreement to complete the promised restoration within a promised time.

 They further allege that he has done so repeatedly. The facts related by these consumers reveal a

business owner whose conduct is far more (and far worse) than mere incompetence. Huffman does not just fail to complete projects within the promised time. He makes repeated misrepresentations and tells repeated lies about the status of the work and the status of shipment of consumers' machines, forcing consumers to wait many months, and in some instances almost three years, beyond the initial completion date promised. As set forth below, many consumers have given up, accepting the fact that the restoration they paid for will never be done. As a last recourse, after months and years, these consumers demanded return of their unfinished machine and their money back, but have been foiled and deceived even in this effort -- for some of these consumers, Huffman promised to return the unfinished machine and consumers' monies but then failed to do so, precipitating yet another round of promises to complete the work, all of which proved to be false. As set forth below, Huffman's very business model constitutes a pattern and practice of unlawful and deceptive conduct. This unlawful conduct is continuing, as evidenced by the fact that the Consumer Protection Division continues to receive written complaints from consumers around the country, detailing the same pattern of deception and misconduct.

<u>Huffman's pattern of deceptive and unlawful conduct as described in written</u> complaints submitted to the Consumer Protection Division

- 13. Consumers who contracted with Huffman to have him restore their machines were promised a completion date, and Huffman failed to meet the completion date (see Exhibit 1, Affidavit of Julie D. Daniel; Exhibit 2, Affidavit of Greg Van Wassenhove; Exhibit 3, Affidavit of Colleen M. Halupa; Exhibit 4, Affidavit of Matthew J. Macia).
- 14. Consumers who purchased machines from Huffman were promised a completion date, and Huffman failed to meet the completion date (Exhibit 1, Affidavit of Julie D. Daniel; Exhibit 5, Affidavit of Kirby Voegele (this consumer made full payment for a restored machine

over two years ago; it still has not been shipped, and likewise, the refund promised by Huffman has not been shipped)).

- 15. After the promised completion date came and went, consumers attempted to contact Huffman to find out about the status of the restoration. Many of these consumers state that Huffman routinely failed to get back to them. They heard back from him only after calling or texting him repeatedly (Exhibit 2, Affidavit of Greg Van Wassenhove; Exhibit 3, Affidavit of Colleen M. Halupa; Exhibit 4, Affidavit of Matthew J. Macia).
- 16. When consumers did hear back from Huffman, he gave various excuses for why the restoration was not complete, such as illness (his own), too much work, lost power, the weather, and illness and/or death of subcontractors who were supposed to be assisting him in the restoration. Huffman then promised a subsequent completion date, and failed to complete the work by that date (Exhibit 1, Affidavit of Julie D. Daniel; Exhibit 3, Affidavit of Colleen M. Halupa).
- difficulty in getting Huffman to call them back; when he did eventually get back to them, he offered various excuses and promised a revised completion date; the date was not met, precipitating more attempted communications from consumers, more promises of completion dates, and more unmet dates (Exhibit 1, Affidavit of Julie D. Daniel; Exhibit 2, Affidavit of Greg Van Wassenhove; Exhibit 3, Affidavit of Colleen M. Halupa; Exhibit 4, Affidavit of Matthew J. Macia).
- 18. In some instances, Huffman claimed that the machine was finished and would be shipped. He then asked for, and received, the remaining payment, meaning he was paid in full for the purported, completed restoration, inclusive of shipping. However, contrary to his

promises of completion and shipment, the restoration was not finished and shipment did not occur (Exhibit 1, Affidavit of Julie D. Daniel; Exhibit 2, Affidavit of Greg Van Wassenhove; Exhibit 3, Affidavit of Colleen M. Halupa).

- 19. On many occasions, Huffman told consumers the finished machine had been picked up for delivery and was on its way. As confirmation, Huffman provided consumers a shipping label with a label number. However, as these consumers soon discovered, the shipping label was a ruse. As it turned out, Huffman had simply created a label with a shipping number but had not actually arranged to have the machine picked up for delivery. When consumers figured this out, they also realized their machine was not actually finished (Exhibit 1, Affidavit of Julie D. Daniel; Exhibit 2, Affidavit of Greg Van Wassenhove; Exhibit 3, Affidavit of Colleen M. Halupa).
- 20. Some consumers were victimized by this false label ruse on multiple occasions (Exhibit 3, Affidavit of Colleen M. Halupa).
- 21. Some consumers contacted the shipping company in an effort to determine what was going on with their machine, and when they were told that no shipment had actually been scheduled, they confronted Huffman with this fact. In response, on at least one occasion, Huffman indicated that the confusion was a result of the shipping company's record-keeping, again insisting the shipment was on its way, when in fact he had not scheduled any shipment because he had not actually completed restoration of the machine (Exhibit 2, affidavit of Greg Van Wassenhove).
- 22. Many consumers have waited many months, and some almost three years, beyond the initial completion date promised by Huffman, and still have not received their machine (Exhibit 3, Affidavit of Colleen M. Halupa; Exhibit 4, Affidavit of Matthew J. Macia).

The Consumer Protection Division attempts to work with Huffman

- 23. Prior to filing the instant lawsuit, the Consumer Protection Division communicated at length with Huffman in attempt to get him to remedy consumers' complaints. The Consumer Protection Division did so in an effort to resolve this matter informally, without taking up this Court's resources.
- 24. For each written complaint received from a consumer, the Consumer Protection Division wrote Huffman a letter, asking for a written response. In many instances, Huffman did not respond to this letter, and therefore a second letter was sent to him, reminding him of the first letter and again asking for a response. In some instances, Huffman did not respond to the second letter, resulting in a third letter being sent. Huffman did, in some instances, respond to the third letter, but in others he did not, meaning Huffman failed to respond in any way to some consumer complaints (Exhibit 1, Affidavit of Julie D. Daniel).
- 25. By March of 2014, the Consumer Protection Division had received ten written complaints. In approximately mid-March, Huffman did respond to the Consumer Protection Division, calling Julie Daniel, the specialist handling his case, in a panic: he acknowledged he was desperate to try to resolve all complaints because he had been contacted by a reporter for a TV station in Charlotte, N.C., who was planning to do a story about the problems with Antiquities Vending. Huffman stated that it was imperative that he have all complaints resolved before the story aired. Over the next two days, Huffman actually shipped completed machines or issued a full refund to these consumers. Ms. Daniel spent the bulk of these two days speaking with Huffman on the phone and confirming with consumers that Huffman had actually done what he said. Ms. Daniel also exhorted Huffman to cease misleading consumers and to better

cooperate with the Consumer Protection Division in the future. Huffman promised he would cooperate in every way (Exhibit 1, Affidavit of Julie D. Daniel).

- 26. Unfortunately, the promised cooperation failed to materialize, and Huffman's pattern of deceiving consumers continued. Between mid-March 2014 and November 2015, the Consumer Protection Division received another 38 written complaints. These complaints chronicled the same pattern: prepayment by consumers for agreed-upon restoration; Huffman's failure to respond to these consumers in a timely manner; Huffman's failure to do the work promised; Huffman's recitation of various excuses; and, Huffman's repeated promises of delivery, with each delivery date unmet. Further, many of these complaints described the shipping label ruse set forth in paragraphs 19 21 above (Exhibit 1, Affidavit of Julie D. Daniel).
- 27. In July 2015, the Consumer Protection Division sent a Civil Investigative Demand (CID) to Huffman, asking him to provide, *inter alia*, information about his existing customers, the payment arrangements made with customers, the completions dates promised, and an explanation for why completion dates had not been met, if in fact they were not met. Huffman asked for two extensions to answer the CID, and those extensions were granted. During this same time, the Consumer Protection Division was in contact with Huffman and complaining consumers, urging Huffman to complete the various projects and to cease deceiving consumers through promises of completion dates and through, in particular, the false label ruse (Exhibit 1, Affidavit of Julie D. Daniel).
- 28. As consumers continued to voice their frustrations with Huffman, the Consumer Protection Division asked Huffman to come into the office for a meeting. The meeting occurred on November 13, 2015 (Exhibit 1, Affidavit of Julie D. Daniel).

- 29. Prior to the meeting, Huffman promised he would bring with him to the meeting his completed responses to the CID. He further promised that he would resolve all outstanding complaints prior to the meeting, and that he would provide verification that the complaints were resolved. In a letter confirming Huffman's promises, the Consumer Protection Division reminded him that completion of a project meant that the machine was actually shipped, not that it would be shipped. The letter also reminded him that creating a shipping label, without actually scheduling the shipment, did not constitute resolution (see Exhibit 1, the Affidavit of Julie D. Daniel, and specifically Exhibit C within Exhibit 1, the October 21, 2015 letter to Alan Huffman).
- 30. Contrary to his promises, Huffman did not provide a response to the CID, and he did not resolve all outstanding complaints prior to the meeting. While he did resolve some, much of what he said and provided during the meeting fell into the same pattern of deception and misdirection. For example, with respect to some of the complaints, Huffman brought with him UPS shipping labels, stating that they confirmed shipment of refunds to those consumers. Huffman was reminded about his use of false labels to deceive consumers in the past, and was cautioned that the labels he was now providing should not involve more of the same. Huffman assured the Consumer Protection Division that these labels were the real thing, that the refunds had actually been shipped. Immediately after the meeting, specialist Julie Daniel went to the UPS website to check on the status of those labels, and was able to determine that some of the labels were, yet again, a ruse: Huffman had created a label but not scheduled shipment (Exhibit 1, Affidavit of Julie D. Daniel).
- 31. Since the November 2015 meeting with Huffman, the Consumer Protection

 Division has received six additional complaints, bringing the total to 54. Specialist Daniel has

written Huffman but has received no communication from him regarding any of these six complaints (Exhibit 1, Affidavit of Julie D. Daniel).

32. Many consumers are stuck in an indefinite limbo created by Huffman: he has their machine and money, he won't complete the work, he lies to them about the status of the work and delivery, and he won't send them back their unfinished machine and money even after promising to do so.

Examples of Huffman's pattern of deceptive practices

33. The experience of Greg Van Wassenhove, whose affidavit is attached as Exhibit 2, illustrates the above-described pattern of deceptive conduct. In October 2014, Mr. Van Wassenhove and his companion, Michele Ribardo, sent a vintage Pepsi machine to Huffman for restoration. They discussed and agreed to the nature of the restoration, and were quoted an approximate price of \$4,000.00. Huffman initially told them it would take several months to complete the job, and then stated he had a backlog and would not be able to begin restoration until the spring of 2015. Mr. Van Wassenhove told him this was fine. In March 2015, there was communication about the specifics of the restoration. At the end of March, Huffman called and said the machine was finished and would be shipped. He quoted a final price of \$3,600.00 and requested payment by Visa card, through Amazon; Michele Ribardo complied, making full payment by April 7, 2015.

The machine was not shipped. Over the next 7 to 8 months, Mr. Van Wassenhove made numerous calls and sent numerous texts to Huffman, attempting to discern the status of the project and to get his machine completed and delivered. He had difficulty getting Huffman to respond to his calls and texts, and when he did hear back from Huffman, he was repeatedly told that shipment was imminent or that delivery was actually on its way.

Huffman eventually told Mr. Van Wassenhove the machine would arrive on September 22, 2015, and provided a bill of lading number. When Mr. Van Wassenhove called the freight company to confirm the delivery, he was told a pick-up had never been scheduled. When he confronted Huffman with this fact, Huffman claimed it was all a mix-up in record-keeping, that the freight company keeps records for direct customers whereas his relationship was as "third-party billing." Mr. Van Wassenhove soon learned that the label was a ruse and that Huffman had not completed restoration of his machine.

A few days later, in response to resolution efforts initiated by the Consumer Protection Division, Huffman sent a memo to the Consumer Protection Division and an email to Mr. Van Wassenhove, both of which stated that shipment would occur on October 14, 2015. Shipment did not occur, and shortly thereafter, Mr. Van Wassenhove demanded that Huffman return his money and the unfinished machine. Huffman agreed, but sent neither the machine nor the refund. This precipitated another round of communications, resulting in a written agreement (via text) that Huffman would complete and ship the machine by November 30, 2015, and that if he did not, he would send back the unfinished machine and a full refund the next day. Huffman did not finish the machine by the specified date and did not send back the unfinished machine and refund, but it appeared there was at least some progress; in early December, he texted pictures to Mr. Van Wassenhove showing that he was actually working on the machine.

Unfortunately, as December turned to January 2016, the work appeared to stall. No pictures were forthcoming. As of the date of the filing of this Complaint, the machine still has not been shipped, and no refund provided.

34. The experience of Colleen M. Halupa, whose affidavit is attached as Exhibit 3, further illustrates Huffman's pattern and practice of deceptive conduct. Ms. Halupa and her

husband, who live in Texas, own an antique Coca-Cola cooler. They did research online, trying to find a business that could restore their cooler. They came across Antiquities Vending and contacted Huffman. He assured them he could complete the restoration needed and told them he had experience doing such restoration. He quoted them a price of \$3,000.00 and told them it would take about six months to complete the restoration. In November 2013, Ms. Halupa dropped off the cooler at Huffman's business, and paid him \$1,500.00 by check. Per arrangement with Huffman, she promised to pay the remaining \$1,500.00 once the work was finished.

Ms. Halupa did not hear back from Huffman, so her husband contacted Huffman approximately 8 months later, in July 2014. Huffman told Mr. Halupa the work was done "except for assembling," and asked for the remaining \$1,500.00. Huffman suggested payment via credit card through Amazon, which would allow for free shipping.

Over the next nine months, Mr. and Mrs. Halupa called Huffman repeatedly in order to receive specific instructions on how to make the payment via Amazon. He did not call back. Finally, in April 2015, Huffman gave them instructions, and the Halupas made prompt payment.

A year has now gone by since Huffman received this final (and full) payment, and almost two years have passed since the promised completion date. The Halupas still have not received their cooler. Ms. Halupa's affidavit contains as exhibits multiple texts to and from Huffman, and these texts chart a pattern of multiple promised delivery dates, with each date unmet. The Halupas were also repeatedly victimized by Huffman's false label ruse, most recently in December 2015.

CLAIM FOR RELIEF VIOLATIONS OF THE UNFAIR AND DECEPTIVE TRADE PRACTICES ACT, N.C. GEN. STAT. § 75-1.1 et seq.

- 35. Plaintiff incorporates herein by reference paragraphs 1 through 34, and alleges further that the aforesaid acts, practices, omissions and representations by the defendants constitute unfair and deceptive trade practices in violation of N.C. Gen. Stat. § 75-1.1 et sea.
- 36. Defendants' unfair and deceptive business practices include, but are not limited to:
 - (a) accepting prepayment from consumers for restoration and shipment of their machines, without completing the promised work and shipping the machine by the date promised, when Huffman knew or should have known he would not be able to fulfill his promises;
 - (b) accepting prepayment from consumers who ordered a machine owned by defendants, without completing the promised work and shipping the machine by the date promised, when Huffman knew or should have known he would not be able to fulfill his promises;
 - (c) deceiving consumers by repeatedly telling them that their machine was finished and that shipment was imminent, when in fact the machine was not finished and no shipment was actually scheduled, as Huffman well-knew;
 - (d) failing to respond in a timely manner to consumers' repeated inquiries about the status of their machines;
 - (e) offering numerous excuses for why the promised restoration had not been completed, which, upon information and belief, were false; and which in any event did not justify the extreme delay in doing the promised work and did not justify the many misrepresentations about shipment and the status of the restoration;

- (f) telling consumers that their machine had been picked up for delivery, and providing them a shipping label as confirmation of such pick-up and delivery, when in fact no delivery had been scheduled, the shipping label was simply one which Huffman created, and Huffman knew he was misleading consumers;
- (g) telling consumers that he had shipped their refund, and providing a UPS label as confirmation of such shipment, when in fact no such shipment had been scheduled, the label was simply one which Huffman created, and Huffman knew he was misleading consumers;
- (h) subjecting individual consumers to the false label ruse more than once;
- (i) failing to complete the work promised for many months -- and, in some
 instances, almost three years -- beyond the initial completion date promised;
- (j) knowingly misleading consumers by promising to send them their unfinished machine and a full refund, without doing either;
- (k) creating a situation whereby consumers have no choice but to rely indefinitely on Huffman's repeated false promises of completion and delivery, because the ultimate recourse consumers possess -- demanding that their unfinished machine and their monies be returned -- does not result in Huffman doing so, even after he promises to do so;
- (l) remaining in possession of consumers' goods and monies indefinitely, all while knowing consumers want their machines finished and shipped or else want a refund and their unfinished machine sent back;

- (m) systematically soliciting consumers via the Antiquities Vending website, while failing to deliver on promises about shipment and delivery, contrary to the website's representations about defendants' ability to perform the restorations advertised on the website, and contrary to the statement that "[e]very customer is important."
- 37. Defendant Alan Huffman, individually and in his capacity as owner and operator of Antiquities Vending, d/b/a Antique Vending, is responsible for the above-described unfair and deceptive trade practices.
- 38. Defendant Antiquities Vending, d/b/a Antique Vending, is responsible for the above-described unfair and deceptive trade practices.
- 39. Pursuant to N.C.G.S. § 75-14, the Attorney General is authorized to seek and obtain a temporary restraining order and injunctive relief to restrain defendants' violations of N.C.G.S. § 75-1.1.
- 40. Pursuant to N.C.G.S. § 75-15.1, the Attorney General is authorized to seek and obtain cancellation of all contracts and the restoration of all monies obtained by defendants as a result of defendants' violations of N.C.G.S. § 75-1.1.
- 41. Pursuant to N.C.G.S. § 75-15.2, the Attorney General is authorized to seek and obtain civil penalties for each and every knowing violation of a statute, including but not limited to N.C.G.S. § 75-1.1, where the defendant has violated N.C.G.S. § 75-1.1.
- 42. Pursuant to N.C.G.S. § 75-16.1, the Attorney General is authorized to seek and obtain a reasonable attorney fee for the prosecution of this action.

REQUEST FOR A TEMPORARY RESTRAINING ORDER UNDER N.C.G.S. § 75-14

As shown by this Complaint and the accompanying affidavits, the defendants' deceptive and illegal practices have harmed the residents of this state and other states. Plaintiff State of North Carolina therefore requests a Temporary Restraining Order pursuant to N.C.G.S. § 75-14 so that further harm to consumers and further violations of law might be prevented. In support of Plaintiff's Motion for a Restraining Order, the affidavits of Julie D. Daniel, Greg Van Wassenhove, Colleen M. Halupa, Matthew J. Macia, and Kirby Voegele are attached hereto and incorporated herein by reference.

PRAYER FOR RELIEF

WHEREFORE, plaintiff prays the Court for the following relief:

- 1. That the Court issue a Temporary Restraining Order pursuant to N.C.G.S. § 75-14, prohibiting defendants, their agents, employees and corporate successors or assigns, and any persons acting in concert with them, from:
 - (a) engaging in unfair or deceptive acts or practices in violation of N.C.G.S. § 75-1.1, including but not limited to the acts and practices listed in Paragraph 36 of plaintiff's Claim for Relief;
 - (b) advertising, offering, soliciting, or entering into agreements with consumers for the purpose of restoring consumers' machines and/or restoring machines sold by defendants;
 - (c) accepting advance payment from consumers for any machine restoration work;
 - (d) destroying, transferring, concealing, or altering or removing from their possession or control any financial records, customer contracts, e-mails, text messages or other correspondence, business records, and other documents of defendants;

- (e) transferring, withdrawing, concealing, disposing, or encumbering any of the defendants' assets without permission of the Court; provided, however, that permission shall not be required if the plaintiff agrees in writing to the expenditures.
- 2. That, upon proper notice to defendants and within ten (10) days of the entry of the Temporary Restraining Order, a hearing be conducted to determine whether that Order, or any reasonable modifications thereof, should be considered in the form of a preliminary injunction pending the final adjudication of this cause, as allowed by N.C.G.S. § 75-14;
- 3. That, pursuant to N.C.G.S. §§ 75-1.1 and 75-15.1, at consumers' discretion, all agreements between defendants and consumers be canceled; all monies consumers have paid to defendants be reimbursed; consumers' machines sent to defendants for restoration be promptly returned to these consumers, with all shipping and delivery costs to be borne by defendants.
- 4. That, pursuant to N.C.G.S. § 75-14, a permanent injunction be entered upon final adjudication of this case to prevent defendants and their officers, agents, employees, successors, and assigns from resuming any unfair or deceptive practices;
- 5. That defendants be required to pay civil penalties to the State in the amount of \$5,000.00 per violation of the Unfair and Deceptive Trade Practices Act, pursuant to N.C.G.S. § 75-15.2;
- 6. That costs and reasonable attorney's fees be awarded the Attorney General pursuant to N.C.G.S. § 75-16.1; and
 - 7. That the Court award such other and further relief.

This the 25^{m} day of April, 2016.

Stuart M. (Jeb) Saunders
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Attorney for STATE OF NORTH CAROLINA ex rel. ROY COOPER, Attorney General



STATE OF NORTH CAROLINA

COUNTY OF WAKE

AFFIDAVIT OF JULIE D. DANIEL

I, Julie D. Daniel, being first sworn, do hereby depose and say:

- 1. I have been employed by the North Carolina Department of Justice in the Consumer Protection Division of the Attorney General's Office since April 1997. I have held the position of Consumer Protection Specialist since April 2003. My routine job responsibilities include maintaining records of a portion of the written consumer complaints filed with the Consumer Protection Division, conducting investigations of these complaints, and attempting to mediate them by corresponding with the businesses and consumers involved in the controversy. I am the custodian of all the records, correspondence and other documents maintained in our office regarding Antiquities Vending. I am assisting in the investigation of Antiquities Vending.
- 2. In late 2012/early 2013, the Consumer Protection Division began receiving complaints against Antiquities Vending located in Granite Falls, NC, and its owner, Alan Huffman, from consumers who reported that they had contracted with Alan Huffman to restore antique vending machines that they owned. Typically, the consumer would be asked to pay a deposit toward the cost of completion, with the remainder, as well as shipping charges, to be paid when the work was completed.
- 3. By March of 2014, we had received ten complaints against Antiquities Vending. I mailed a copy of each complaint that arrived in our office to Mr. Huffman. He responded to some, but in other cases I had to send as many as three letters trying to get a response.

Sometimes he would call me and try to talk about multiple complaints at once, often trying to blame the consumer for the problems.

- 4. Around mid-March 2014, Mr. Huffman called me in a panic, acknowledging that he was desperate to try to get all of the complaints resolved. He had been contacted by a reporter for a TV station in Charlotte, NC, who was going to do a story about the problems with Antiquities Vending. Mr. Huffman told me it was imperative that he have all complaints resolved before the story aired. I spent almost the entirety of the next two days speaking with him on the phone about the resolution of each complaint, then confirming with the consumer that Mr. Huffman had indeed done what he said. In some cases, the resolution involved delivering the completed machine; in others, he issued a full refund to the consumer.
- 5. At the end of those two days, I told Mr. Huffman that I hoped we would not be receiving further complaints, but if we did, we expected immediate cooperation in getting those resolved. He assured me that he would cooperate in every way with our office.
- 6. Unfortunately, complaints continued to come in to our office. Between mid-March 2014 and November 2015, we received another 38 complaints. Exhibit A, attached hereto, contains true and accurate copies of two representative complaints. Most of these complaints were similar to the earlier ones, although, in some of these newer complaints, the consumers had paid deposits to purchase machines owned by Mr. Huffman. In similar fashion, Mr. Huffman repeatedly promised delivery of the purchased machine but failed to keep his promises. Exhibit B, attached hereto, contains true and accurate copies of representative complaints involving consumers' purchase of a machine owned by Mr. Huffman.

- 7. As before, Mr. Huffman often did not respond to my letters in a timely manner, and when he did respond, he frequently offered promises of shipment of the machine or refund that did not happen. In some instances, he added a new layer of deception: he provided a shipping label as confirmation that delivery had occurred, but as it turned out, there was no such shipment -- what he had provided was simply a printed-out label. As an example of this conduct, please see Exhibit 3 attached to this Complaint, the Affidavit of Colleen M. Halupa (Ms. Halupa was victimized by this false label ruse more than once).
- 8. Mr. Huffman's false label ruse led to further deceit. Relying on the label, some consumers would then attempt to follow up with the shipping company to confirm pick-up and delivery dates, and when they gave the shipping company the label information they were of course told no such pick-up had happened. When they called Mr. Huffman back to figure out what was going on, he offered explanations for why the shipping company had its facts wrong, insisting (again, falsely) that the shipment was on its way. As an example of such conduct on the part of Mr. Huffman, please see Exhibit 2 attached to this Complaint, the Affidavit of Greg Van Wassenhove.
- 9. In July of 2015 we sent a Civil Investigative Demand to Mr. Huffman, with a response deadline of August 24. Mr. Huffman asked for an extension until October 2, which was granted. He then asked for and was granted another extension until October 19, and he indicated that he anticipated having all complaints resolved by that date. Eventually we asked him to come to our offices on November 13, 2015. He agreed and said he would bring the responses to the CID to that meeting; he also promised he would have all complaints resolved by that time. Exhibit C, attached hereto, contains true and accurate copies of correspondence from the

Consumer Protection Division to Mr. Huffman confirming these extensions, and confirming Mr. Huffman's promise that he would resolve all outstanding complaints prior to the meeting.

- On November 13, 2015, Mr. Huffman arrived at our office and met with Stuart Saunders (an Assistant Attorney General) and another Consumer Protection Specialist, Maria Harkley, and myself, for approximately two hours. Despite his earlier promise that all complaints would be resolved before the meeting, it was clear almost from the beginning of the meeting that this was not the case. Mr. Huffman offered a lot of excuses about why he had not been able to satisfy his obligations to consumers, including deaths and illnesses of business partners/sub-contractors, and another sub-contractor who frequently went out fishing in his bass boat on nice days rather than doing the work on the machines.
- of numerous UPS shipping labels to show he had shipped refunds to consumers. We cautioned him that we did not want to see any more of the fake labels for shipments that had not occurred; we were interested only in seeing labels for refunds that had actually shipped. Mr. Huffman indicated that he understood and assured us that that these labels were the real thing, that he had in fact shipped refunds to these consumers as shown by these labels. I also stressed the importance of quick response and resolution to any further complaints we might receive. Again, Mr. Huffman said he understood and would cooperate fully.
- 12. After our meeting concluded, I went to the UPS website and began checking the shipping status for the labels he had given us that day. For some of those labels, the shipping information indicated that a label had been created but no shipment had yet been scheduled. I also called consumers to verify whether they had received anything from Mr. Huffman. Some of

these consumers had received their promised refund but some had not. The fact that Mr.

Huffman had been untruthful yet again precipitated still more phone calls and repeated follow-up from our office, done in an effort to get to the bottom of the status of these complaints and to try (yet again) to get Mr. Huffman to resolve these matters.

- 13. As an example of Mr. Huffman's falsehoods conveyed to us during the meeting, please see Exhibit 5 attached to this Complaint, the Affidavit of Kirby Voegele. Mr. Huffman told us in the meeting that Mr. Voegele's machine was finished and ready to ship. Yet, as attested to by Mr. Voegele, approximately a year earlier, Mr. Huffman had promised to return him the \$4,000.00 he paid for a restored machine, and Mr. Huffman had confirmed the purported refund via a written memo and a UPS label showing a shipment date of December 16, 2014 (see Exhibit F within the Voegele Affidavit). Neither Mr. Huffman's promise to Mr. Voegele nor his statement to us were true: to date, neither the machine nor the refund have been sent.
- additional six complaints, making a total of 54 complaints against Antiquities Vending since 2013. I have written Mr. Huffman but have received no communication from him regarding any of those last six complaints. One such complainant is Colleen M. Halupa, whose Affidavit is attached to this Complaint as Exhibit 3. Ms. Halupa states that not only did she pay a deposit to Mr. Huffman up-front; she also paid the final installment due when Mr. Huffman contacted her and said her machine was almost ready to ship (he told her the work was done "except for assembly"). She made that final payment in April 2015 and has yet to receive her machine, and has been victimized by the false label ruse on more than one occasion.

15. Consumers' experiences in dealing with Mr. Huffman seem to be similar to mine; he is cordial and indicates a desire to be cooperative, but makes many promises for resolution he does not keep.

JULIE D. DANIEL

Sworn to and subscribed before me

this the Low day of April, 2016.

Bud Tellia (Notary Public)

My Commission Expires: 3-31-2020



Consumer

From:

consforms@ncdoj.gov

Sent:

Friday, October 23, 2015 2:35 PM

To:

Consumer

Subject:

Complaint 18875 Bloom

Attachments:

Alan Huffman Receipt.pdf; Coke Cooler Deposit Cleared Check.pdf; Alans workers moving our Coke cooler from our pickup onto their truck as a partial deposit.pdf; Alans workers straping down our Coke cooler onto their truck as partial deposit.pdf

Your Information

Prefix

Mr

* First Name

Joshua

Middle Initial

* Last Name

Bloom

* Mailing

Address

305 Jockey Ct

* City -

Simpsonville

* Zip

* State

· SC ·

Code

29681

Country, if not US

Day Phone Number (including

area code)

Evening Phone Number

(including area code)

Cell Phone Number (including 864-506-3740

area code)

Fax Number (including area

code)

County of Residence Greenville

Email Address

joshua.bloom@gmail.com

County, SC I am a military service member or

military spouse.

Information About Company Against Which You Are Complaining

* Full name of company

Antiquities Vending Company

Address

30 South Main Street

City

Granite Falls

State

NC Zip Code 28630

EXHIBIT

Country, if not US

Company's internet address (URL)

http://www.antiquevending.com/

* Telephone number, including area

code

Fax number, including area code

828-962-9783

Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service

WE-6 Dry Fully Restored Coke

involved

Cooler

Date of purchase, service,

contract

2/28/2015 12:00:00 AM

Manufacturer or

brand

WE-6 Dry Coke Cooler

Model

WE-6 Coke Cooler (converted to dry)

Do not submit credit card or bank account numbers through

this form. If you need to provide

Account number that information as part of your complaint, please mail it to us

instead.

Serial number

Did you sign a

contract or a lease?

No

Start Date

End Date

Amount

Total amount paid

\$1,100 in

\$1,800

dispute

How was payment

made:

Check

Did you buy an

extended service

No

contract?

If yes, name of company responsible for extended service contract or warranty

Information About the Transaction

How was initial contact made between you and the

Other

Where did the transaction take place?

Other

Details of Complaint

On February 28, 2015 two gentlemen from Alan Huffman's company met me to pick up a double lid Coke chest I owned with an agreed upon value of \$700 towards to purchase of a new fully restored WE-6 (converted to dry) Coke cooler. In addition, I paid Alan \$1,100 in the form of a check as an additional deposit towards the fully restored WE-6 (dry) Coke cooler. We agreed to pay Alan the remaining balance of \$1,100 when the new restored WE-6 (dry) Coke cooler was promised to be delivered to me in March 2015. Since that time, I have contacted Alan by phone and text a minimum of twice a week since March. A majority of the time he will not answer his phone and not call me back upon receiving my voicemail. In addition, most of the time he does not respond to my texts. On the occasion that he does respond, he promises to deliver the WE-6 (dry) fully restored cooler in the next couple of weeks or before the end of that month. Each time, Alan has failed to come through with him promises. I have been extremely patient with Alan, however, I am now nearly 8 months past the date Alan promised to deliver the cooler. In addition, I am still out the \$1,100 I paid Alan as a deposit as well as the \$700 Coke cooler I owned which he took as an additional deposit. We did ask Alan to provide us with a receipt at the time he took our \$1,100 check and the coke cooler we owned and provided him (agreed upon value of \$700) as a part of our deposit. I have attached his hand written receipt to this complaint form. We had an area in our house specifically modified (a drywall alcove cut out off the kitchen) to fit the exact dimensions of the restored WE-6 (dry) Coke cooler we were supposed to receive in March. This space has remained empty for months and we hope to be able to place the Coke cooler here soon. I kindly ask for your assistance in helping us resolve this matter. Thank you very much and please contact me if you have any questions, would like to discuss further, or need any additional documentation. Thank you, Joshua Bloom

* Details

Limit of 2500 characters

Resolution Attempts You Have Made

Have you contacted the company with Yes your complaint?

If yes, name of person most recently Alan Huffman

contacted

His/her phone number, incl. area 828-962-9783

code

Results I have contacted Alan on average twice per

week since March 2015. Alan has continually promised to deliver our fully restored WE-6 (dry) Coke cooler and I have still not received the cooler. He promised to have the cooler completed for us by March 2015.

* What resolution would you consider fair?

A full refund of the deposit check we paid Alan of \$1,100 plus \$700 (agreed up on value) for the Coke cooler we owned and gave him (as an additional deposit) for a total of \$1,800. Or deliver the promised fully restored WE-6 (converted to dry) Coke cooler to us immediately.

Do you have an attorney in this case?

No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard No in court?

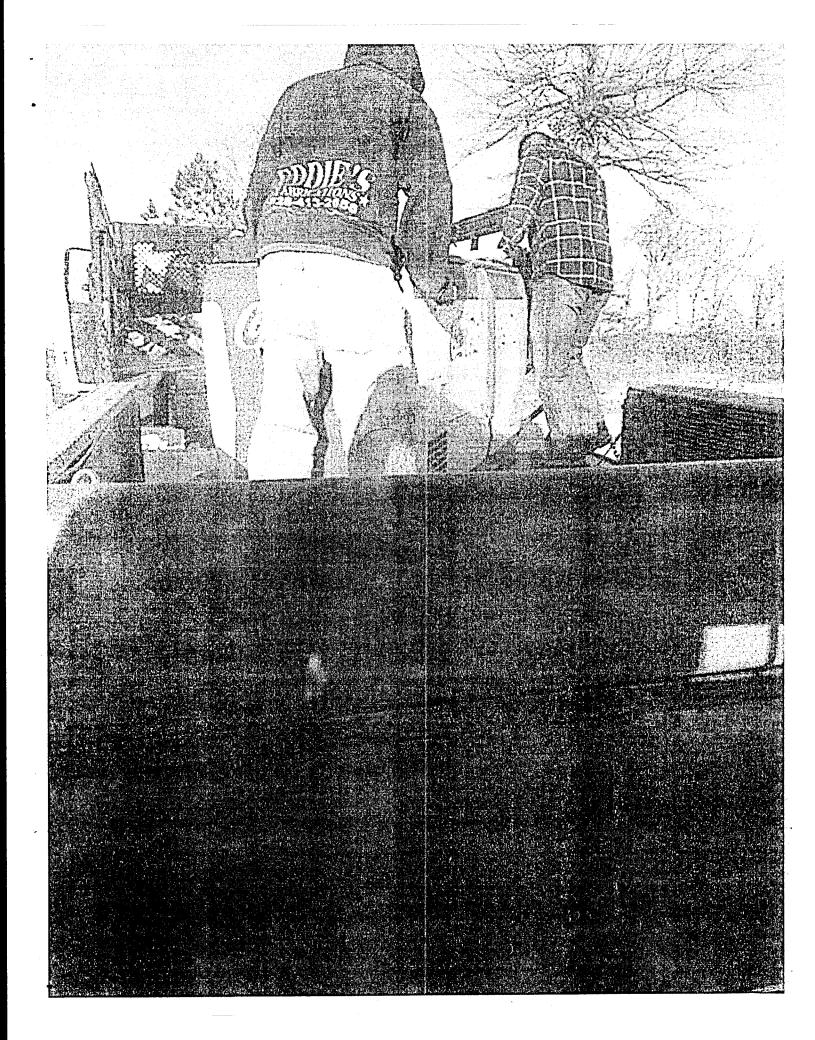
If yes, where and when?

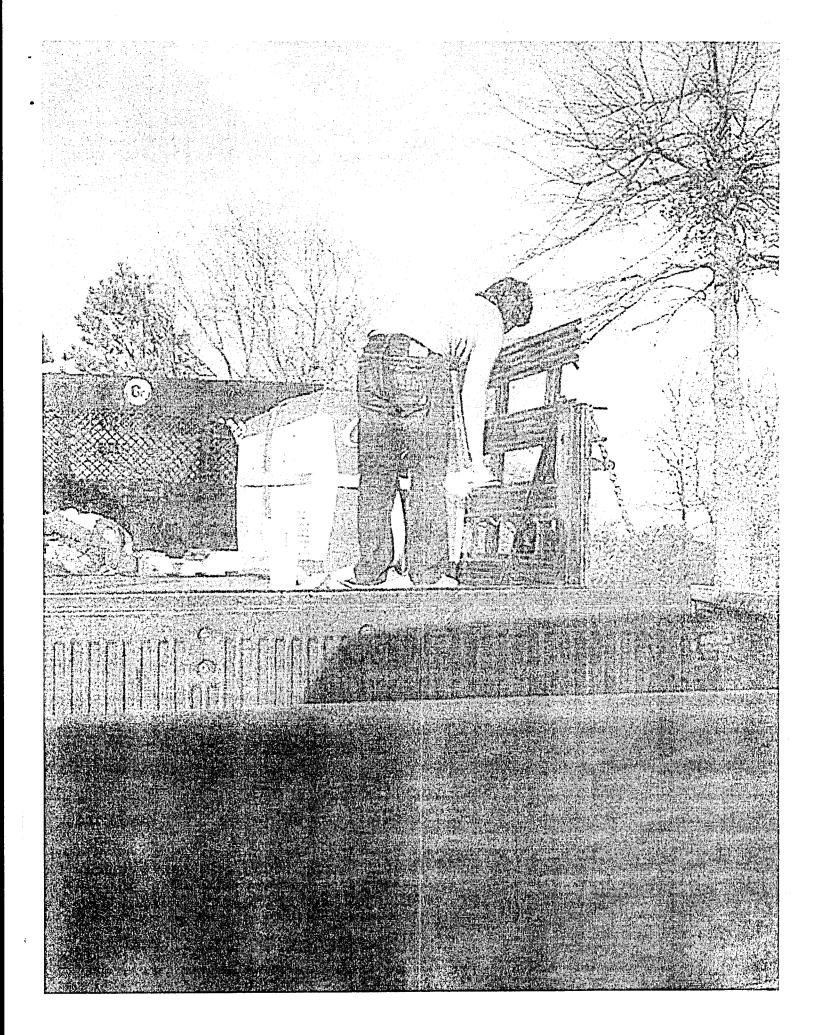
If already heard, what was the result?

Will you be submitting documentation by mail or fax?

No

Megnis, CAO 2/28/15 Exit 60 Fr-161 Phmc 8645013740 Ficking up lindle led to healt for 11.00.00 -fox WE-6 30 dry Jeliuns Mark 2015 7818526 WW-828-962-9783 Din Wifting (Dable II chast)
(Pick up (Check = 2 Deposed of 1100.00) / pick up nexy cheele for 1100.00 whin 1 recomes WE-6 catalog do dry it / \deliave2 March 28 15





Consumer

From:

consforms@ncdoi.gov

Sent:

Monday, March 16, 2015 11:00 AM

To:

Consumer

Subject:

Complaint 13633 Lynch

Attachments:

Document - Alan Huffman Receipt - Created Mar 16, pdf; Alan Huffman 05032014

Down Payment Check 3065 pdf; Alan Huffman 05032014 Check Endorsement Back pdf

Your Information

Prefix

Mr

* First Name

William (Bill)

Middle Initial

P

* Last Name

Lynch

* Mailing Address

507 Hampshire Hil Road

* City

Matthews

* Zip

* State

NC

Code

28105

Country, if not US

Day Phone Number (including area

7049991611

code)

Evening Phone Number (including

7049991611

area code)

Cell Phone Number (including area

7049991611

code)

Fax Number (including area code)

County of Residence

Mecklenburg

Email Address

wmlynch@gmail.com

I am a military service member,

veteran, or military spouse

No

Information About Company Against Which You Are Complaining

* Full name of company

Antiquities Vending Company

Address

30 South Main Street

City

Granite Falls

State

NC Zip Code

28630

Country, if not US

Company's internet address (URL)

www.antiquitiesvending.com

* Telephone number, including area code 8289629783

Fax number, including area code

Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved Antique Soda Machine Restoration

Date of purchase, service,

contract

5/3/2014 12:00:00 AM

Manufacturer or

brand

Vendo

Model

. 30

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please

mail it to us instead.

Serial number

Did you sign a

contract or a

No

lease?

5/3/2014

Start Date

12:00:00 End Date

AM

Amount

Total amount paid 1,000.00

in

4,000.00

dispute

How was

payment made:

Check

Did you buy an

extended service No

contract?

If yes, name of company responsible for extended service contract or warranty

Information About the Transaction

How was initial contact made between

you and the

I went to company's place of

business

Where did the transaction take place?

At company's place of business

Details of Complaint

* Details

Limit of 2500 characters On May 3, 2014, I brought my Vendo 39 Soda Machine to Antiquties Vending for restoration. I met with Alan Huffman, owner, and he promised a delivery date of July 2014. He estimated the total cost of the project would be \$2,800 and I provided him with a \$1,000.00 down payment via check. In late June, I also delivered a small black safe for him to paint as a part of the project. Since that time, I have received nothing but empty promises and the run around from Alan. While he had been responsive to my requests for delivery dates, he has missed every single date promised. His excuses have varied from 'I've been too busy' to "I lost power'. I had researched the company prior to hiring them on soda-related sites and didn't see anything to raise concern. However, subsequent research has found this company has a well documented reputation for deceptive business practices. The soda machine belonged to my father and I want it returned to me.

Resolution Attempts You Have Made

Have you contacted the company with your complaint?

Yes

If yes, name of person most recently. Alan Huffman

contacted

His/her phone number, incl. area code

8289629783

Results

A continous circle of empty promises and missed deadlines. I have kept my text messages since November, 2014 and have 48 messages documenting his repeated promises of completion and delivery to my home. As of today, I don't know when I will ever get the machine.

* What resolution would you consider fair?

1) Return of my property and down payment. 2) Completion of the project by March 31 and I will pay the promised amount - assuming the work is to expected quality.

Do you have an attorney in this case? If yes, name of your attorney

No

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court?

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax?

'No

BILL LINCH -704.979.1611 507 Hampshire HILL Kd. - walnchegmil.com Matthews, NC 28/03 Vindo 39 Rudondoncurrent 7 up sheme - brand do be chosen Finish in July 2014 for customer.

Save 6 \$ an mechine chame boddom. 2500 w fr Pil \$ 1000.60 of machine. of your 2800. w for 740 chech # Bome of Machine. Thinks Cll \$28-562-9783 295 Chruna Coin Min Hoffm

Online Banking

Regular Checking (



Account Activity Transaction Details

Check number: 0000003065

> Post date: 05/06/2014

Amount: -1,000.00

Type: Check

Description: Check

Denise D Lynch William P Lynch 501 Hampphirs HIB Rd

Bankof America 🧇

Online Banking

Regular Checking - : Account Activity Transaction Details

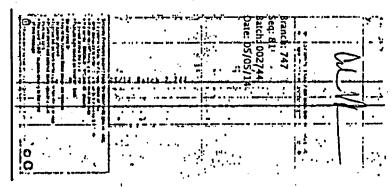
Check number: 00000003065

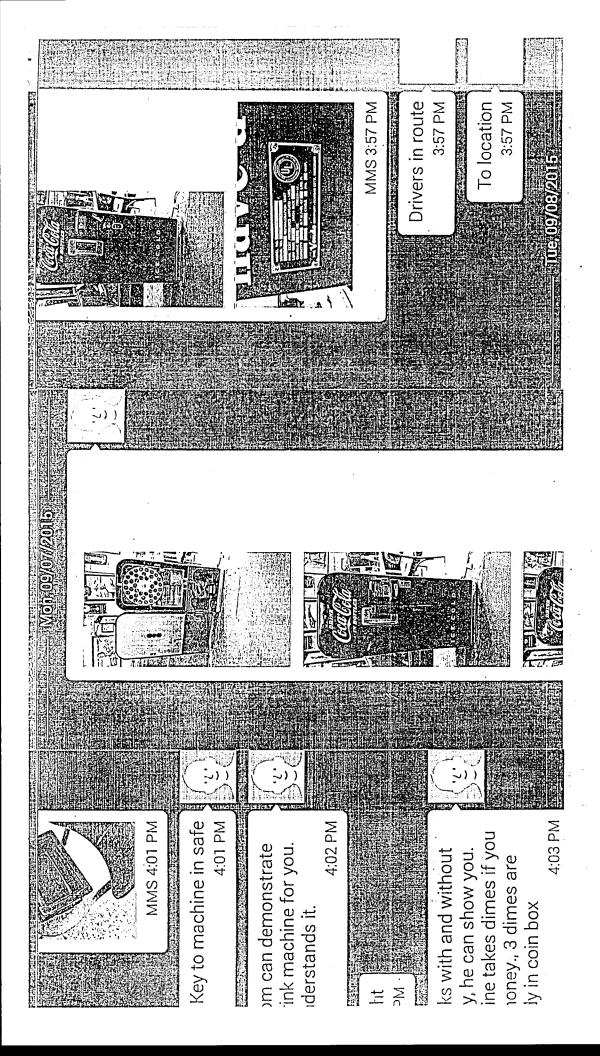
Post date: 05/06/2014

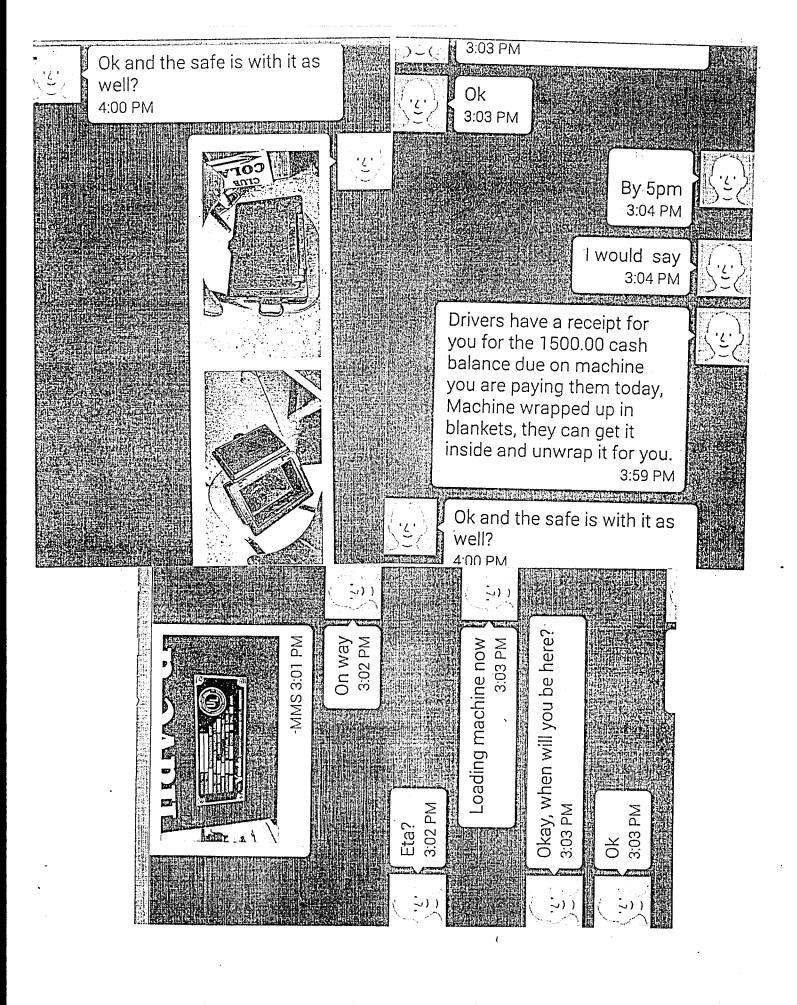
Amount: -1,000.00

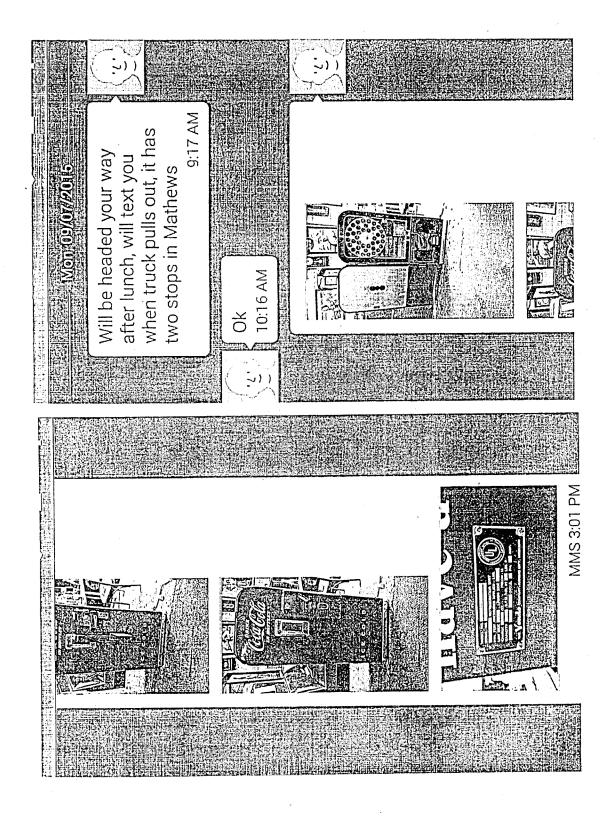
Type: Check

Description: Check









Consumer

From:

consforms@ncdoj.gov

Sent:

Thursday, July 23, 2015 2:21 PM

To:

Consumer

Subject:

Complaint 16587 Best

Your Information

Prefix

Mr

* First Name

Richard

Middle Initial

C

* Last Name

Best

* Mailing Address

1000 9th St

* City

Goldsboro

* State

NC

* Zip Code 27534

Country, if not US

Day Phone Number (including

area code)

919-273-0686

Evening Phone Number

(including area code)

919-273-0686

Cell Phone Number (including

area code)

919-273-0686

Fax Number (including area

code)

919-735-8077

County of Residence Wayne

Email Address

retrolube2000@yahoo.com

I am a military service member

or military spouse

No

Information About Company Against Which You Are Complaining

* Full name of company

Antiquities Vending

Address

30 South Main Street

City

Granite Falls

State

Zip Code NC

28630

Country, if not US

Company's internet address (URL)

info@antiquevending.com

* Telephone number, including area code

828-962-9783

Fax number, including area code

EXHIBIT

Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved Purchase of Victor 4 drawer cooler

Date of purchase, service,

3/20/2015 12:00:00 AM

contract

Manufacturer or

Victor

brand

Model

Do not submit credit card or bank

account numbers through this form. If you need to provide that

information as part of your complaint, please mail it to us

instead.

Serial number

Account number

Did you sign a

No

contract or a lease?

End Date

Start Date

Amount

Total amount paid

in

dispute

How was payment

made:

Cash

Did you buy an

extended service

No

contract?

If yes, name of company responsible for extended service contract or warranty

Information About the Transaction

How was initial contact made between you and I telephoned the

business

Where did the transaction take place?

Over the phone

Details of Complaint

Purchased a Victor Cooler from Mr Huffman on 3-20-15. Agreed * Details

upon price was \$4000.00. I paid him by check which he cashed.

He agreed to deliver the 8 ft longer Coke cooler to Goldsboro Limit of 2500

between June 1 and June 8. He did not bring the cooler and has

characters

made nothing but excuses about why he hasn't brought it. I finally told him to just refund my money and in a text message dated June 25th he agreed to refund my money. I have talked to him several times since then and he always has an excuse as to why he has not refunded me my money. I don't feel he ever intends to refund my \$4000.00. I just saw online today an article from March 17, 2014 done by WSOC-TV that stated that Mr. Huffman had 10 complaints with AG Office. Well I quess Mr Huffman has not learned his lesson yet because he is doing the same shady business transactions. Please help me get my hard earned money back from this business, sincerely, Richard Best

Resolution Attempts You Have Made

Have you contacted the company with your complaint?

Yes

If yes, name of person most recently contacted

Alan Huffman

His/her phone number, incl.

828-962-9783

area code

Results

just promises to refund money but will not agree to go to bank that we both use and put the money in my

account

* What resolution would you I expect a full refund from Mr

consider fair?

Huffman.

No ·

Do you have an attorney in this case?

If yes, name of your attorney

Attorney's number, incl. area

code

Has your complaint been

heard or is it scheduled to be No

heard in court?

If yes, where and when?

If already heard, what was the

result?

Will you be submitting

documentation by mail or

fax?

No

Consumer

From:

consforms@ncdoj.gov

Sent:

Friday, February 13, 2015 4:04 PM

To:

Consumer

Subject:

Complaint 12965 Wallace

Your Information

Prefix

Mr

f

* First Name

Rickey

Middle Initial

* Last Name

Wallace

* Mailing Address

124 Man O' War

* City

Burleson

* State

TX

* Zip Code 76028

Country, if not US

United States

Day Phone Number (including area

code)

(817) 447-9690

Evening Phone Number (including

area code)

(817) 447-9690

Cell Phone Number (including area

(817) 919-4556

code)

(817) 276-9266

Fax Number (including area code)

Email

County of Residence

tarrant

10man@sbcglobal.net Address

I am a military service member,

veteran, or military spouse

No

Information About Company Against Which You Are Complaining

* Full name of company

antiquities vending

Address

30 south main st #2

granite falls

City State

nc Zip Code

28630

Country, if not US

United States

Company's internet address (URL)

www.antiquitiesvending.com

* Telephone number, including area code (828) 962-9783

Fax number, including area code

Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved

jacobs 56 pepsi machine.

Date of purchase, service,

3/21/2013 12:00:00 AM

contract

Manufacturer or

brand

iacobs

Model

j 56

Do not submit credit card or

bank account numbers

invoice# 0018 and Account number

final invoice # 0101

through this form. If you need to provide that information as part of your complaint, please

mail it to us instead.

Serial number

Did you sign a

contract or a

Yes

lease?

3/21/2013

Start Date

12:00:00

End Date 4/15/2014 12:00:00 AM

AM

Amount

Total amount

6500.00

in

6500.00

dispute

How was

paid

payment made:

Credit card

Did you buy an

extended service Yes

contract?

If yes, name of company

responsible for extended

antiquities vending

service contract or warranty

Information About the Transaction

How was initial contact made between you

and the

I telephoned the business

Where did the transaction take place?

Via computer (website or email)

Details of Complaint

Details

Limit of 2500 characters paid 3250.00 down on pepsi machine on 03/21/2013. machine was to be restored but after about 4 months i realized there was a problem and call mr. huffman at which time he told me had been hurt after a fall so i gave him time to recover and he finally agreed to ship machine if i would pay the 2nd pmt. of 3250.00 for a final price of 6500.00 which happened on 04/15/2014, he told me at that time the machine was ready to ship which was 10 months ago, its been one excuse after another ever since, i have many text in my phone in which he said machine was shipped but was never received. i have since found out that he has had many complaints filed against him at better business bureau, with roy coopers office and has been on action 9 news for the complaints. any heip you can give would be greatly appreciated. i would like to get the machine or a full refund of 6500.00

Resolution Attempts You Have Made

Have you contacted the company with your complaint?

Yes

If yes, name of person most recently contacted

alan huffman

His/her phone number, incl. area code

828-962-9783

Results

result?

no results just a lot of unkept promises and false statements of completion and delivery

* What resolution would you consider fair?

the machine or full refund

Do you have an attorney in this case?

If yes, name of your attorney Attorney's number, incl. area code

Has your complaint been heard

or is it scheduled to be heard in No court?

If yes, where and when? If already heard, what was the

Will you be submitting documentation by mail or fax?

Yes

HILL GILSTRAP

1400 WEST ABRAM STREET ARLINGTON, TEXAS 76013 TEL 817-261-2222 FAX 817-861-4685

FRANK HILL

April 28, 2015

Via Email and Certified Mail
Mr. Alan Huffman
Antiquities Vending
30 South Main Street
Granite Falls, North Carolina 28630

Re: Rick and Julie Wallace

Dear Mr. Huffman:

We represent Mr. and Mrs. Rick Wallace.

Our clients inform us that you agreed to sell to them one restored J-56 Pepsi machine.

Our clients report that they paid you \$6,500 and that you have never delivered the machine.

Our client tell us that you made many representations that you would be sending it; however, it has never come.

As you may know, our clients have filed a complaint with the Attorney General's office in North Carolina and they intend to seek all civil and criminal remedies which may be permissible under the law. One of those remedies will be to file suit against you in North Carolina or, perhaps, in Texas. If they file such a suit, it will seek to recover punitive damages for fraud and conversion, as well as attorney's fees, and the total recovery we would expect to be in excess of \$50,000.

If you want to resolve this without our clients' filing suit, please call the undersigned attorney within ten calendar days from the date of this letter.

Sincerely,

Frank Hill

FH/ali



STATE OF NORTH CAROLINA DEPARTMENT OF JUSTICE

ROY COOPER ATTORNEY GENERAL

REPLY TO: Stuart Saunders Assistant Attorney General Consumer Protection Division

October 21, 2015

Alan Huffman
Antiquities Vending Company
30 South Main St.
Granite Falls, North Carolina 28630

Dear Mr. Huffman:

This will confirm our recent telephone conversations.

We agreed to meet in my office on Friday, November 13, 2015 at 11:00 a.m. My office is located at 114 West Edenton Street in downtown Raleigh. We will meet in room 204. Julie Daniel will be present during the meeting.

You stated you will bring with you your completed responses to the State's Civil Investigative Demand (CID) sent to you on July 24, 2015. These are the same responses you promised would be completed by October 2, 2015, and then October 19, 2015.

You stated you will bring with you all documents and communications relating to the customer complaints which my office has brought to your attention. If you rectify a complaint, you will bring with you all documentation and information verifying such resolution.

Finally, you stated you will resolve the outstanding complaints prior to our meeting. On the subject of what it means to resolve a complaint, I will repeat what I made clear to you in our last phone call: a complaint is resolved when the promised restoration has been completed and when the item has been shipped to, and received by, the customer. Resolution does not mean a promise on your part to ship a completed item on a future date, or printing out a shipping label without actually shipping the item. For example, on 9/29/2015 and 10/13/2015, I received from you ten packets containing purported "resolutions" of ten consumer complaints, yet in almost every instance you still had not shipped the restored item. As a specific example, I direct your attention to Ricky Wallace (our File No. 1501994). You stated in your resolution that you told Mr. Wallace his machine had been crated and was estimated to arrive the week of 7 October, and you enclosed a copy of a bill of lading showing a purported shipment date of 10/2/2015. Yet, when I spoke with Mr. Wallace on 10/14/2015, the machine had not arrived.

Post Office Box 629 | Raleigh, North Carolina 27602-0629 Telephone 919.716.6000 | Facsimile 919.716.6767

EXHIBIT

C

Alan Huffman October 21, 2015 Page 2

I am enclosing a list of names of customers for whom there are outstanding complaints. If you have any questions, please call me at 919-716-6031, or email me at ssaunders@NCDOJ.gov. Thank you for your attention to these matters.

Yours very truly,

Stuart M. (Jeb) Saunders

encl. (1) cc: Julie Daniel, Investigator

and the second	(CONSTAST) SX IC	CONSFIRST	CONSMR	ARS CONSIR 19
1405906	Greene	Richard B	Mr	
1406080	Ledford	Michael J	Mr	
1408483	Harris	Scott B	Mr .	2.7 1 y
1409487	Savant	Robert	Mr	
1410499	Savant	Tara	Mrs	¥*;
1411500	DeBaltzo	Anthony J	Mr	
1413690	Singleton	Danny R	Mr	
1415102	Baldwin	Thomas J	Mr	
1415364	Voegele	Kirby	Mr	
1416701	Graham	Greg H	Mr	
1501994	Wallace	Rickey F	Mr	
1502173	Hohberg	Jan	Mr	and the second of the second o
1503053	Lorditch	Joseph L	Mr	rancials also also as A. Fris value at the Additional as a constraint about the second source and the second source as a second
1503741	Bell	Randall	Mr	
1504921	Vasquez	Israel A	Mr	and the second section of the second sections of the second section of the second section of the second section section section sections section secti
1505853	Smithers	Alan	Mr	
1508607	Best	Richard C	Mr	
1509644	Van Wassenhove	Greg A	Mr	
1510370	Jones	Ronnie	Mr	
1510669	Browning	Anna C	Ms	Brigadisch - Brigadisch (1848) erweite untersein besonderbeitelne erweitelne stelle erstelle der einer erweite
1510909	Williams	Richard A	Mr	Jr
1510952	Moore	Michael S	Mr	n, senare lar
1511739	Tanko	Linda F	Mrs	approve section of the the deputy of the section of
1511856	Deaton	William	Mr	align von de Augent de Vellendels, der Verlegt des gerichtigten von der Augent von der Verlegt von der Verlegt

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STATE OF NORTH CAROLINA DEPARTMENT OF JUSTICE

ROY COOPER ATTORNEY GENERAL

REPLY TO: Stuart Saunders Assistant Attorney General Consumer Protection Division

September 22, 2015

Alan Huffman Antiquities Vending Company 30 South Main St. Granite Falls, North Carolina 28630

Dear Mr. Huffman:

This will confirm our telephone conversation today. You asked whether I would agree to extend the deadline for receipt of your responses to the State's Civil Investigative Demand (CID) to October 19, 2015. I told you I am willing to extend the deadline to this date.

I do wish to emphasize, however, that it is critical for you to meet the October 19 deadline. You will recall that the CID, which was sent on July 24, 2015, contained an original deadline of August 24. You then called and requested an extension to October 2, and I consented to the extension; now the response date has been pushed out still further. My office has received numerous complaints about Antiquities Vending, as you know, and it is essential that the CID be answered and that these complaints be rectified as soon as possible.

In that vein, you also stated you anticipate resolving all of the outstanding complaints by October 19, 2015. I ask that you retain documentation and communications confirming all such resolutions, so that I can then (hopefully) verify that you have, in fact, resolved these matters.

Thank you. If you have any questions or concerns, please call me at 919-716-6031, or email me at saunders@NCDOJ.gov.

Yours very truly,

Stuart M. (Jeb) Saunders

cc: Julie Daniel

Post Office Box 629 | Raleigh, North Carolina 27602-0629 Telephone 919.716.6000 | Facsimile 919.716.6767



STATE OF CALIFORNIA COUNTY OF SANTA CLARA

AFFIDAVIT OF GREG VAN WASSENHOVE

- I, Greg Van Wassenhove, being first duly sworn, state as follows:
- 1. I am an adult resident of Santa Clara County, California. I live with my companion, Michele Ribardo. Michele works, and I am retired.
- 2. In October 2014, we began looking into businesses that restore antique vending machines. We did so because Michele owned a circa 1950 Pepsi machine that we wanted restored (the machine is a Pepsi 81, manufactured by Vendolator). I spoke with Alan Huffman, owner of Antique Vending (also called Antiquities Vending), located in Granite Falls, North Carolina. Mr. Huffman indicated he had restored several of these specific machines in the past, and assured us he would do a quality job for a fair and reasonable price.
- 3. We agreed to have Mr. Huffman restore our machine. He quoted us a price of approximately \$4,000.00 and said it would take several months to complete the job.
- 4. Per our agreement with Mr. Huffman, we shipped the Pepsi machine to him on October 31, 2014, using UPS freight. Exhibit A, attached hereto, is a true and accurate copy of the bill of lading showing delivery of the machine. Mr. Huffman confirmed his receipt of the machine.
- 5. Mr. Huffman told us he would begin restoration in the spring of 2015 because of a backlog. We told him this was fine.
- 6. In March 2015, I began calling and texting Mr. Huffman to convey what Michele and I wanted the finished product to look like. Because Michele was (and is) working, the task

fell on me to be the one who communicated with Mr. Huffman. In early March, I texted him a picture, which was identical to a machine he had restored in the past and had posted on his website. On March 9, 2015, he texted me back and said he was "almost done" with the machine. On March 18, he texted that he hoped to have the machine "done this month."

- 7. At the end of March 2015, Mr. Huffman called us and said the machine was finished and would be shipped. He quoted a final price of \$3,600.00 and asked for payment; he told us to pay him through Amazon, using a Visa credit card. Believing the machine was completed and ready to be shipped, Michele complied. She made four payments of \$900.00 between March 31 and April 7, 2015. Exhibit B, attached hereto, contains true and accurate copies of receipts reflecting each payment (Mr. Huffman emailed these receipts to us on August 9, 2015).
- 8. As it turned out, Mr. Huffman had not finished the machine and did not ship it. He asked if we wanted additional graphics for the machine, and I told him we did not want additional graphics, just a powder blue finish and the Pepsi bottle cap decal on the side panel (identical to the picture on his website that we had sent him earlier). Mr. Huffman again told us the machine would be shipped, and on April 24, 2015, I texted him and asked for shipping details. He texted back that he would check on the shipping status and call. He did not call.
- 9. This pattern repeated itself over the next four months. I would call or text him to inquire about shipping details, and typically he would promise a call back but fail to call me back. It took repeated efforts on my part to get him to respond, and when he did respond, he would tell me shipment was imminent. For example, in late May or early June, he told me the machine would be shipped on the specific date of June 3, 2015. I texted him on June 2 to confirm the machine would be shipped the next day, and he texted me back that he would call

me that evening. There was no call and no shipment. And in mid-June, he again promised shipment and shipping details, this time going so far as to state the machine had been shipped and would arrive by July 8. There was no shipment.

- 10. This scenario repeated itself many times. Attached to this affidavit, as Exhibit C, is a true and accurate copy of a transcript of texts between me and Mr. Huffman, covering the period from March 9, 2015 to March 21, 2016. As the texts show, time-and-time again, Mr. Huffman promised shipment. I would text him to try to pin him down on shipping details, and he would promise a call with those details, but no call would be forthcoming because, in fact, there was never any shipment. As this scenario continued to reoccur, we realized we were dealing with a person who simply told lie after lie.
- shipment, Alan finally told me that the machine would arrive on September 22, 2015, and he gave me a bill of lading number (6760039) and told me the machine would be delivered by Roadrunner Freight via a lift-gate truck. However, when I called Roadrunner to confirm, I was told there was nothing scheduled for pick-up. When I confronted Mr. Huffman with this fact, he claimed there was just a mix-up in Roadrunner's records, that Roadrunner keeps records for direct customers whereas his relationship with Roadrunner was "3" party billing." As it turned out, this was all yet another ruse there was no pick-up scheduled with Roadrunner. Please see Exhibit C, texts to and from Mr. Huffman from August 24, 2015 through September 10, 2015.
- 12. In the meantime, as all this was occurring, I contacted the North Carolina

 Attorney General's Office. I filed a written complaint with the Consumer Protection Division on

 August 13, 2015. Exhibit D, attached, is a true and accurate copy of my written complaint. In

 following up on my complaint, I communicated with Julie Daniel, an investigator/specialist, and

Stuart Saunders, an Assistant Attorney General. The Consumer Protection Division kept me apprised of its efforts to resolve my situation with Mr. Huffman.

- with me, dated September 25, 2015. In the memo, Mr. Huffman stated he would ship my machine the week of October 14, 2015, and further stated he would create a bill of lading and would email or text the bill of lading to me. Exhibit E, attached, is a true and accurate copy of that memo as sent to me by the Consumer Protection Division. The next day, Mr. Huffman emailed me confirmation of a shipping date of October 14, 2015, identifying the carrier as Residential Lift Gate/Roadrunner Freight Transportation, and stating, "Soda Machine will be covered, crated, shipped by above date: photos will be provided before ship date of restored vending machine per our agreement: Thanks so much Alan Huffman." See Exhibit F, a true and accurate copy of Mr. Huffman's September 26, 2015 email. When the Consumer Protection Division followed up with me to inquire whether shipment had actually occurred, I conveyed the bad news: there was no shipment.
- 14. After further communications with Mr. Huffman, he promised yet again that the machine would be shipped. This time, I was able to confirm with the freight broker that Mr. Huffman appeared to be telling the truth: there was indeed a pick-up, and a Roadrunner truck was headed to San Jose, California with what Mr. Huffman had told me was our completed machine. Unfortunately, this turned out to be yet another lie. Before the shipment arrived, Mr. Huffman disclosed that what he had shipped was not the machine, but, rather, several cases of glass soda, to be used in the machine.
- 15. At this point we demanded our machine and money back. Mr. Huffman promised he would return the \$3,600.00 and offered to send the machine to another vendor who would

complete the restoration. We declined, telling him we wanted our machine shipped to us in whatever state of restoration it existed, and we repeated that we wanted the \$3,600 refunded to us. He agreed, but did not send either the machine or our money. Instead, Mr. Huffman texted me that if he had a few extra days, he could complete the restoration and return the machine.

- discussed his text proposal. We agreed in a subsequent agreement via text messages that the machine would be completed and shipped out by November 30, 2015. If not, Mr. Huffman would pack up the unfinished machine and return it to me, along with a full \$3,600 refund check, on December 1, 2015. See Exhibit C, attached, the text messages on November 20, 2015 memorializing our agreement. Mr. Huffman ultimately failed to abide by the written agreement, as he did not return the unfinished machine or our money.
- 17. Beginning in approximately early December 2015, there were signs of progress, as Mr. Huffman texted me pictures which indicated work had actually been done on the machine. I tried to call or text Mr. Huffman daily in the hope that pressuring him would yield completion and shipment, and I insisted he send me pictures. On December 3, 2015, he sent me pictures showing that the main body and machine parts had been painted the first coat of blue. On December 9, he texted a picture showing a finished blue coat with a decal attached. Throughout this time he repeatedly promised shipment "next week."
- 18. For about a week over the winter holidays Mr. Huffman ceased communication. Throughout January and February 2016, as I continued to call and text him, he stated he was near the point of clear-coating the machine. He blamed the delay on "trying to give [me] a good job, it takes time." These statements were made without proof in the form of pictures, which led me to believe his work on the machine had again stalled.

19. In early March 2016, I finally lost my temper with Mr. Huffman, telling him he was a habitual liar. I reminded him of our agreement in November 2015, in which he promised he would pack up and ship the machine and refund us our \$3,600.00. Mr. Huffman exhorted me to calm down and said he would provide us a shipment date that night. To date, there has been no such shipment date, no shipment, and no refund of our \$3,600.00. I intend to come to North Carolina this summer to pick up our machine and drive it back to California. I don't think I have any other option.

Greg Van Wassenhove

Sworn to and subscribed before me

This the 38 day of MARCH, 2016

Notary Public)

My Commission Expires: APRIL 23, 2017

SEE ATTACHED

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	AN
以See Attached Document (Notary to cross out ☐ See Statement Below (Lines 1-6 to be comple	lines 1–6 below) eted only by document signer[s], <i>not</i> Notary)
1	
· ·	
3,	
4	
Signature of Document Signer No. 1	Signature of Document Signer No. 2 (if any)
A notary public or other officer completing this certificate is attached, and no	ficate verifies only the identity of the individual who signed the it the truthfulness, accuracy, or validity of that document.
State of California County of SANTA CLARA	Subscribed and sworn to (or affirmed) before me on this 28th day of March, 2016, by Date Month Year
	(1) GRCG VAN WASSENHOVE (and (2)), Name(s) of Signer(s)
MARTHA I. CRUZ Commission # 2016130 Notary Public - California Santa Clara County My Comm. Expires Apr 23, 2017	proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me. Signature Signature of Notary Public
Seal Place Notary Seal Above	
Though this section is optional, completing the	DPTIONAL his information can deter alteration of the document or this form to an unintended document.
	OF GREG VAN WASSENHOVE
Number of Pages: Signer(s) Other Than	Named Above:
	lotary.org • 1-800-US NOTARY (1-800-876-6827) Item #5910

GOVERNMENT CODE § 8202

CALIFORNIA JURAT WITH AFFIANT STATEMENT

GLOBALTRANZ.

Steaight Bill of Lading - Short Form -

Oxiginal - Not Negotiable

Phone : (703)815-0203x

BOL NO: 5613281

Shipper

SAN JOSE terminal UPS

freight

Address:

925 MORSE AVE

San Jose, UA 95124.

Country:

USA

Contact

Michele Riburdo 408 531

Names 5886

Phone No: (408)789-9892

Fax No:

Carrier: UPS

Shipment Date: 10/31/2014

Freight

P() # :

Est. Transit Days: 4 day(s)

Shipper Ref#:

Destination Terminal:

Carrier PRO#:

Origin Terminal: P: (866)553-1067

P; (838)464-5490

Consignce

Antique Vending

Company

Address :

30 South Main Street

Granite Palls, NC 28630

Country:

USA

Contact

Alaa Hefficaz

Name:

Phone No : (828)962-9783

Fax No:

Opening Hour: 09:00 AM

Closing Hour: 05:00 PM

Third Party Billing Information:

All charges prepaid to:

Globall ranz

PO Box 71730

Planenix AZ 85050

Direct billing imquiries to :

Comments Special Instructions:

Pickup Remarks: Shipment being dropped at terminal by Mickele Ribardo, 1675 Grizilo

Drive San Jose, CA 408 531 5886]

UPS Freinkt

Delivery Remarks: If needed Alan Huffman 828 962 9783

Package Name	Pallets	Pieces	нм	Description	Weight	Class	Length	Width	Height	SMFC
Pallets(non- standard)	1		ł	Vending Machines, coin operated, less than 10	521 lbs	125	0 In	010	0 ln	124590-1

Total: 1 1

521 lbs

Any Problems with Delivery please call Steve Thomas at (703)815-0203x

The authorized signatories signing this document on behalf of its company consents and bind its company to the terms and condit **EXHIBIT**

https://mail-attachment.googleuserconte



ni=2&ik=d2990914f2&v...

From: mribardo (mribardo@att.net)

To: gvwpickles@yshoo.com;

Date: Sunday, August 9, 2015 4:14 PM

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message ------

From: noreply <noreply@amazon.com> Date: 03/31/2015 12:26 PM (GMT-08:00)

To: mribardo@att.net

Subject: Your receipt from Antique Vending for \$900.00

Thanks for your purchase at Antique Vending

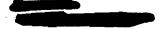
on Mar 31, 2015 3:25 PM

Receipt # ARSB38354845

 Pepsi 81 restore900
 \$900.00

 Subtotal
 \$900.00

Total \$900.00



All sales final

Merchant ID: A2323RE4Z0RVJE 8289629783 30 south main street granite fall, n.c. 28630 www.antiquevending.com

This transaction will appear as AMZ*AntiqueV8289629783 on your statement. Please retain this copy for statement verification.



From: mribardo (mribardo@att.nct)

To: gvwpickles@yahoo.com;

Date: Sunday, August 9, 2015 4:15 PM

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message

From: noreply <noreply@amazon.com> Date: 04/01/2015 7:13 AM (GMT-08:00)

To: mribardo@att.net

Subject: Your receipt from Antique Vending for \$900.00

Thanks for your purchase at Antique Vending on Apr 1, 2015 10:12 AM

Receipt # HFNY42233776

 Vmc81 restore
 \$900.00

 Subtotal
 \$900.00

 Total
 \$900.00



All sales final

Merchant ID: A2323RE4Z0RVJE 8289629783 30 south main street granite fall, n.c. 28630 www.antiquevending.com

This transaction will appear as AMZ*AntiqueV8289629783 on your statement. Please retain this copy for statement verification.

From: mribardo (mribardo@att.net)

To: gvwpickles@yahoo.com;

Date: Sunday, August 9, 2015 4:15 PM

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message ---

From: noreply <noreply@amazon.com> Date: 04/05/2015 1:44 PM (GMT-08:00)

To: mribardo@att.net

Subject: Your receipt from Antique Vending for \$900.00

Thanks for your purchase at Antique Vending on Apr 5, 2015 4:43 PM

Receipt # EAJN88577964

 Pepsi 81 restoration
 \$900.00

 Subtotal
 \$900.00

 Total
 \$900.00



All sales final

Merchant ID: A2323RE4Z0RVJE 8289629783 30 south main street granite fall, n.c. 28630 www.antiquevending.com

This transaction will appear as AMZ*AntiqueV8289629783 on your statement. Please retain this copy for statement verification.

From: mribardo (mribardo@att.net)

To: gvwpickles@yahoo.com;

Date: Sunday, August 9, 2015 4:15 PM

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: noreply <noreply@amazon.com> Date: 04/07/2015 1:19 PM (GMT-08:00)

To: mribardo@att.net

Subject: Your receipt from Antique Vending for \$900.00

Thanks for your purchase at Antique Vending on Apr 7, 2015 4:18 PM

Receipt # ETQF55464935

 Pepsi 81 restoration
 \$900.00

 Subtotal
 \$900.00

 Total
 \$900.00



All sales final

Merchant ID: A2323RE4Z0RVJE 8289629783 30 south main street granite fall, n.c. 28630 www.antiquevending.com

This transaction will appear as AMZ*AntiqueV8289629783 on your statement. Please retain this copy for statement verification.

Transcript of Texts between Alan and Greg (and Michele) from March 2015 through March 21, 2016

(Monday March 9, 12:39 PM) I will be freed up at 5 ish my time

Thank you Alan.

(Monday, March 9, 3 PM) I'm almost done

(Monday March 9, 5:33 PM) This one.



Yes, ok

(Tuesday, March 10, 7:43 AM) Morning Alan. So this is the picture of the restored unit on your website. It closely matches the original look as near as I can determine. But we trust your expertise......take your time and let us know periodically how the restoration is going. Thanks Greg and Michele

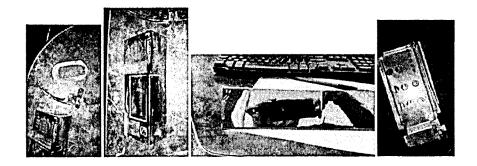
Ok

(Wednesday, March 18, 8:33 AM) Hope to have you done this month, I just got your chrome and powder cote back will send you photos

Great news. Looking forward to the pics. Thanks for the update Alan.

(Wednesday, March 18, 4:59 PM) That's the rack shelves and the chrome bezel to the machine And the locking latch handle and trim ring





(Tuesday, March 31, 10:37 AM) Hey can you call me in the next 5 minutes, thanks



(Friday April 3, 1:26 PM) Sent pictures



Friday, April 3, 3:43 PM) Hi Alan. I'm waiting to hear from Michele on the decals. Question. We want the machine to look like it was back in 1950. Do you know which decals if any, were on the original machines. Or is it our choice?

I will get you some more choices

But did the original machines come out of the factory with decals? Or do you know?

No but pepsi produced graphics for their vendors for their products

I don't think Michele wants to add anything that wasn't original.....you know which I'll talk to her more.

Ok

(Friday, April 24, 8:08 AM) Hi Alan. Michele did not want any other graphics on the machine. Just the powder blue finish. Were you going to send some pictures of the finished machine? Can you provide the shipping information so we can track it from here? Thanks, Greg and Michele

Ok, calling will get with you today

*Alan never called.

(Saturday, April 25, 9:08 AM) Hi Alan. Can you call with some details about the machine? We saw the charges through Amazon so are checking on the status. Thanks.

Yes, I will check on shipping status today

*Alan never called

(Wednesday, April 29, 9:41 AM) Alan. Curious. Does our Pepsi vending machine take the 10oz bottles? I can get them out of Mexico.

Yes

(Tuesday, May 12, 5:37 PM) Hi Alan. Michele and I are back now. Ready for shipment, or did you ship already? If so, what's the details?

(Wednesday, May 20, 7:54 AM) Hi Alan, what's happening with our Pepsi machine shipment?

Will call you shortly

*Alan never called.

(Thursday, May 21, 4:46 AM) Will get info today

*No information sent

(Thursday, May 21, 7:58 AM) Thanks Alan. It looks like this right?



(Thursday, May 28, 8:14 AM) Hi Alan. What's the shipment detail?

I will get with you by friday

(Thursday, May 28, 10:45 AM) I hope so Alan. It's starting to worry us that this machine should be on its way. Is there a problem?

(Tuesday, June 2, 2:36 PM) Hi Alan. You said the machine will be shipped tomorrow. Are we on schedule? Greg and Michele

(Wednesday, June 3, 7:06 AM) Will call you this evening, thanks

*Alan never called.

(Wednesday, June 10, 7:22 AM) Alan, what's the status of the Pepsi machine? Last time we talked, you needed a couple days to fix a blemish.....is it ready to ship? Getting worried on this end.

Call you shortly

*Alan never called.

(Thursday, June 11, 5:49 PM) Did the puller work to straighten out the Pepsi machine part? I didn't hear one way or another.....

Yes, the frame puller worked great

Great

Good. Looking forward to you shopping next week then. Shipping.

(Thursday, June 18, 12:39 PM) Alan, where is my shipping info? You said by this afternoon.

Ok, yes, I will get that. Text me shipping address and your email please right now

Michele Ribardo, 1286 Bird Avenue, San Jose, CA. 95125 mribardo@gmail.com

(Thursday, June 18, 4:07 PM) ... Steve will get you email by morning Thanks. Will look for it. (Friday, June 19, 8:49 AM) Almost the end of morning......AND NO EMAIL FROM STEVE !!!! I asked for a picture attachment of our finished Pepsi machine. Ok, give me a second. Ok, he is waiting to hear back on carrier, will send at 4ish he said Thank you. Will you send a pic of the finished machine now....just attach it to this text. I assume It's done if he's waiting on the carrier. *Alan never sent a picture. (Friday, June 19, 1:11 PM) Machine arriving by July 8th, south eastern freight or saia, do you have a location that requires a box truck (Monday, June 29, 11:16 AM) Hi Alan. Ready to ship the Pepsi machine?? And are you including the 5 cases of glass sodas you mentioned earlier? Yes, leaves this week (Monday, July 6, 9:33 AM) Alan, are the Pepsi machine and bottles on their way....... have no shipping details to track it. Call you in half hour I have no service Call you in half hour Okay. Just trying to get a status on the Pepsi machine and bottles shipment. Will call you shortly

*Alan never called and machine was never shipped.

(Tuesday, July 7, 5:34 PM) This is really frustrating Alan. We have given you nearly \$4,000 and we keep getting inconsistent messages. Is the machine we sent done and on its way? 1 will call you shortly, i promise *Alan never called. (Saturday, July 25, 9:57 AM) Alan, you said you would ship between the 24th-27th.....please be right this time, Greg and Michele We got it covered, leaves next week (Wednesday, July 29, 11:29 AM) Well, was it shipped? Call you in second *Alan never called. (Wednesday, July 29, 5:09 PM) Will have delivery date thursday (Thursday, July 30, 6:06 AM) Just to be clear Alan.....you said you would put the door on, and then call me next week with the shipping detail for an Aug 10-11 delivery. Ok (Friday, August 7, 8:16 AM) Alan, is the machine being shipped today? You said this week. Will call you this evening Alan, I think it's time to be realistic.....we want our machine and money returned to us. Greg and Michele *Alan never called. (Friday, July 31, 6:35 PM) Ok, I've got help lined up tomorrow, going to call u. I hope so Alan. Talk to you tomorrow. *Alan never called.

(Saturday, August 1, 11:35 AM) Can I call tonight...Just checking, I know it's Sunday

Yes, call me. No problem.

Awesome.

*Alan never called.

(Sunday, August 2, 7:03 PM) Question. Is the week of the 24th ok for delivery. This August, of course.

Absolutely. That is fine.

Ok that I can do.

Alan, I will believe it when I see the bill of lading. Sorry, but there have been so many broken promises. Greg and Michele

(Thursday, August 20, 2:05 PM) Well Alan, is our Pepsi machine lined up for shipment next week? You promised this time, remember.

Yes sir, it is.

I said shipment next week, but I checked our conversation. You said "delivery" next week. You sending me the details real soon?

I will. ASAP

(Friday, August 21, 2:45 PM) Well, if it isn't shipped by now, you aren't going to meet your promised delivery date of next week. Where's my shipping detail Alan?

It is leaving next week, I will text you the information, thanks for being ok patient, it will make it.

You said DELIVERED next week Alan. This is a broken record. I have lost my patience a long time ago. You got our \$4,000 and I got a bag of broken promises. I'm not going away.

I will get it out, you will have your shipping information, I promise.

(Sunday, August 23, 9:00 AM) Well, was it shipped? I didn't get any details......

Will get details for you tomorrow.

(Monday, August 24, 4:25 AM) Will text you around 1 today my time and I will call you with information.

(Monday, August 24, 1:09 PM) Well, you missed the deadline....now what?

I will call you today for sure, dealing with some weather issues in Pawleys island. Going to have your delivery information.

Are the phones out? You mean you can't schedule a shipment AFTER the storm passes?

Just running late getting back to the computer. Will holler at you today.

(Monday August 24, 8:26 PM) Alan, I'm so sick of this BS.....I'm ready to fly out there and get my machine and the \$4,000 we paid you.

*Alan called right away, and promised he would get the shipment out.

(Tuesday, August 25, 5:11 PM) Got you coming on a truck by Monday

Once again, I will trust you Alan. Please don't let me down. Make sure the unit is in pristine condition, and throw the cases of drink on there too. Send me the shipping details.

Ok

(Wednesday, September 9, 3:54 PM)

Never again Alan. I will not trust anything you say from this point forward.

Arrival date September 22nd, bill of lading, number 6760039, roadrunner freight, with lift gate truck to Michele Robards, 1286 Bird Avenue, san Jose, ca 95125

Michele, Ribardo

(Thursday, September 10, 9:31 AM)

Well, what gives? Called Roadrunner freight......THEY HAVE NO SCHEDULED PICKUP FOR ANTIQUE VENDING. To arrive around Sept 22, the machine would have been picked up by now.

Well, they are scheduled, I have them set to get it and bring to you. I will forward the po, and you will see. Sorry it's taken so long but you have a pretty machine coming this month

I have a PO you sent me. 6760039. They use a product number once it's in their system. They checked by name, and there is nothing scheduled for pickup through Sept 20.

That's a bo, not a po. I will get you the number. That's a bill of lading number, I will get you the po the second I have it, Thanks for your patience.

How do you explain they have nothing scheduled for Antique Vending Alan. They are roadrunner freight. What is the phone number so I can call them?

Call me when you're free, I can explain. Their records are for direct customers, only. I'm 3rd party billing with them. I can explain when you call.

Just send a number that I can track the shipment with.....that's all I need.

I will sir

If it's done Alan, send me a picture of it right now.

I will be back next week and I will get you everything.

Sure you will......

(Friday, September 25, 4:39 PM)

*Alan called asking for my email address to send the tracking information.

gvwpickles@yahoo.com

*Alan sent no information.

(Saturday, September 26, 7:13 AM)

Alan, you have a real problem......you are committing what is known as "breach of contract". You verbally agreed to restore our Pepsi Machine and received \$3600 for your services. It's been close to a year now, and we have not satisfied the contract. You continue to establish delivery dates, fail to meet them, and fail to provide information you promise will be sent. Do you really we don't see the end game here? You need to return our money and machine. Greg and Michele

*Alan called and asked that I trust him one more time.

(Saturday, September 26, 9:09 AM)

*Received from Alan Huffman confirming shipment of Pepsi Machine.

(V2(V2015

Grad - Shipping of Flantored Pepal Cola VMC



alan huffman <antiquevending@gmail.com>

Sat, Sep 26, 2015 at 11:55 AM

Shipping of Restored Pepsi Cola VMC 81

1 message

alan huffman <antiquevending@gmail.com>
Reply-To: antiquevending@gmail.com
To: gwplckles@yahoo.com
Co: alan huffman <antiquevending@gmail.com>

Shipping date : October 14 2015 confirmation

Restored Pensi Cola VMC 81 D.

Shipping address Greg A Van Wassenhove 1286 Bird Avo San Jose , CA 95125 Contact Phone 408 489 9692

Carrier: Residential Lift Gate / Roadrunner Freight Transportation

Soda Machine will be covered , crated , shipped by above date ; photos will be provided before ship date of restored vending machine per our agreement; Thanks so much Alan Huffman

ExF

Thank you. Please include in the pictures a picture of the plate with serial number of the machine.

OK. Will do.

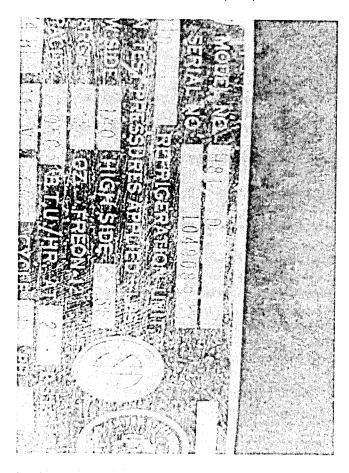
(Saturday, September 26, 12:23 PM)

Your serial number on your machine was 104908841, H81, D vendolater mfg company, just so know. I will get you some photos and see that your machine arrives as agreed in beautiful shape.

Alan, could you look one more time at the plate on the machine......I show 104908 B41. Can you send a picture?

Yes. That's it. I can't tell if it is a b or 8. B and 8 LOOK the same on tag.

Can you send a pic and send it from your phone? And how is it progressing?



I'm on schedule, will get it out as promised. That was a "trust me one last time" promise. Yes, I looked, it is an 8. It is close to a B.

Vendolator puts a B in the third digit from the last. I am pretty sure. But it's hard to tell.

(Thursday, October 8, 10:02 AM)

Alan, how's the progress on the Pepsi Machine?

Hope to finish paint over weekend.

(Wednesday, October 14, 6:34 AM)

Well, today is the shipping date on your email Alan. Is our Pepsi Machine being shipped today?

(Friday, October 16, 11:50 AM)

Well, the machine should have been picked up by now....you said "trust me one last time". Also, no pictures yet. So it must not be finished either.

I will get you those photos by Tuesday. I ordered a bunch of stuff from funtronics to go with your machine and had it overnighted to be here today. We are waiting on it and my guys will take it to terminal, either tonight or tomorrow by noon, either way it will make the truck that heads your way. I will get you the tracking etc for your 81d, it will have the chrome back of door inserts from fun tronics, manual, the works.

(Tuesday, October 20, 2:39 PM)

Alan, Its Tuesday. No pictures, no shipping detail.....

Ok, will text it to you, we are taking it to terminal. Tonight.

You said that last week also Alan....that's what you said.

(Wednesday, October 21st, 7:05 AM)

No information AGAIN.

Your phone won't answer, can you call me right now. I'm trying to call your phone and I get silence. I know my phone is working. I can call everyone but you. Are you getting my texts.

*Called Alan to hear him tell me the machine is being readied for shipment and he me details.

(Tuesday, October 27th, 9:52 AM)

No details once again Alan. I think we should call it a bust......sick and tired of the countless excuses. Please send the unfinished machine and \$3600 payments.

Will forward your pro number this week, everything is good to go, will also send photos.

Can you send me \$100 for every time you have told me that since April....seriously, it would pay for the machine restoration.

I am going to send you a discount, when you get vending machine. I am going to call you on that.

(Monday, November 2, 8:08 AM)

Alan, over a month ago, you pleaded with me to "trust you this one last time". I got no shipment or information since then.....only more repeated stalling tactics. Game over Alan, NOW IT'S MY TURN III

I just called Steve with Global Transportation. Shipper is trying to call you, your phone does not work.

(Saturday, November 14, 8:15 AM)

I've been trying to reach you since 11/2/2015. I need you to call me today please, thank you.

*Called Alan back and he said he was under orders from the AG office to offer to send machine back or refer to another vendor for restoration.

Just to confirm.....you are packaging up the entire machine, reassembling all the parts, and shipping it back to us. You are also sending us a valid check refund for \$3600.

Yes.

You are sending the machine and check Monday or Tuesday.

Will do freight bill today and confirm pick up date with a carrier.

I want you to also confirm when the refund is being sent.

\$3600.

Yes, but when are you sending it?

Everything will be together with everything typed up and tag and all, will have information in 20 minutes. It's booked, bol number 7016748. Contact number for shipment will be 703 815 0203, steve.

(Monday, November 16, 1:14 PM)

I called Steve this morning. He does not have any order to pick up and/or ship out Pepsi Machine.

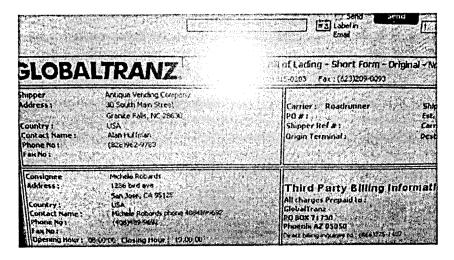
It's in his system, give him the number I text you.

I did. It does not show up. Is the machine on a truck or at the terminal?

7016748. It's number 1 in the system.

It's a the top of the list.

*Alan sent the photo below of the shipment detail.



Alan, it has not been picked up yet. Correct?

I also just confirmed with Steve that it is in the system for pickup Wednesday. He said he sees it on the system, and it is also in system for pickup. He sent it in personally and so did I.

Okay. I'll call him Thursday to get the tracking number. What about the refund check?

It's with it.

*Called Steve and determined shipment was less weight than Pepsi Machine. Called Alan to leave a message.

(Thursday, November 19, 6:16 AM)

Check with Steve on Friday for tracking number, they are picking you up tonight.

So what is being delivered today? Cases of sodas? Roadrunner called yesterday and a shipment is coming today of "vending machine" according to them.

Should be. Pro number for that should be in system Friday, yes.

So both the machine AND refund check are coming together?

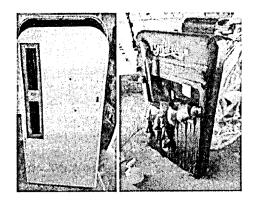
Yes.

(Friday, November 20, 10:44 AM)

The cases of soda arrived yesterday afternoon....still pretty bummed the Pepsi machine you're sending today won't use them.

I think with a few extra days if you want it returned complete and restored, that is doable.

*Alan sent the following pictures.



* I called Alan back immediately and discussed the options of keeping the Pepsi machine and finishing the restoration. He assured me it would only take a week to finish, and that my machine was top of the priority list since he had shipped out all the machines referred to the AG. We agreed, and I told him to expect a written agreement as a text message in the next few minutes.

Alan. So per our agreement. You will have the machine restored and crated for shipment by Nov 30, 2015. And you will give me daily updates. If the Pepsi Machine is not restored and crated for shipment by Nov 30, you will send the unfinished machine and a refund check for \$3600 instead on Dec 1. AGREED?

Ok, I may not have daily updates but every 2 days estimate. But I am good with that agreement.

Me too. Better get busy and make that machine shine !!!

Ok

(Monday, November 23, 6:34 AM)

Hope you got some work done this weekend on our Pepsi Machine......

(Tuesday, November 24, 5:42 AM)

So, are you making progress.

Yes, painting blue today. Shipped 33 yesterday.

*Alan sent the following photo.



That's not ours Alan.

*I sent Alan the following photo.



This is ours.

That's the one the other day I showed you how the lettering looks after it is sanded. I will text you your door and cabinet today.

Will ours be that far along too? You said we were the highest priority now......

Yes, will send you photos today.

(Tuesday, Nov 24, 4:07 PM)

Where's the pictures???

Getting ready to prime back cabinet.

*Alan sent the following photo.



What about that resin basin??? That takes three days to dry.....is that started? You said that was the biggest part of it.

(Wednesday November 25, 7:47 AM)

Alan, what's being done today? Blue painting and white lettering?

(Thursday, November 26, 2:24 PM)

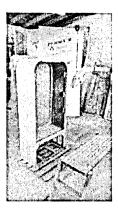
Did you work on the machine today?

Will tonight. Back cabinet is ready to spray blue, all pieces have been worked out and are slick.

(Friday, November 27, 4:35 PM)

Well Alan, did you get it painted? What's left to do now?

* Alan sent the following photo.



Hey, you're making progress !!! Paint it blue tomorrow?

* Alan sent the following photo.



Yes.

(Sunday, November 29, 8:09 AM)

Morning Alan. So what's the progress? Painted blue and ready to reassemble?

(Tuesday, December 1, 4:36 PM)

Did you get it painted?

Yes, it's painted. I'm at a school event for my daughter. I will get you a photo.

(Thursday, December 3, 8:04 AM)

Alan, I need some pictures.

Ok.

(Thursday, December 3, 3:07 PM

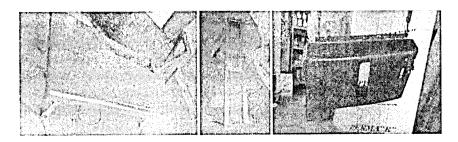
Com'on Alan. What's the problem with the pictures? Is it painted or not?

No problem. Will send photos shortly.

I'm feeling suckered again. You promised this machine Last Friday remember.

We are going as fast as possible, just trying to be honest with you and give you a quality restore. I will text you photos shortly of your blue machine.

* Alan sent the following photos.





Let me know what gets done today. This is the goal tonight.

Sent Alan the following photo.



Sounds good.

(Friday, December 4, 6:20 PM)

Did you get the white lettering started?

Working on it?

(Saturday, December 5, 11:41 AM)

Alan, what's the progress? Did you get the white letters painted and doing clear coat today? I hope so.

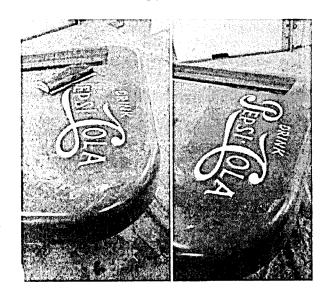
Yes, will send photos.

Ok. But I'm going to bug you again for them later today.

Will send about 8 my time.

(Saturday, December 5, 5:06 PM)

*Alan sent the following photos.



(Sunday, December 6, 9:02 AM)

You working today?

(Monday, December 7, 9:18 AM)

Alan, have you got to clear coat yet?

Probably today, still going over pieces.

(Wednesday, December 9, 6:50 AM)

Okay Alan, It's Wednesday now. How is it progressing? Looking to clear coat soon?

Will get you some photos today.

Good. I'll remind you about 6 pm EST.

(Wednesday, December 9, 9:01 AM)

Later than that.

(Wednesday, December 9, 4:42 PM)

*Alan sent the following photo.



I guess the door is still a work in progress.....any idea when you can clear coat?

Possibly tonight.

That would be nice. One step closer to assemble.

*Alan sent the following photo.



(Thursday, December 10, 4:03 PM)

Are you ready to clear coat now?

Working on it.

I understand. But you did tell me a couple weeks ago that our Pepsi Machine was the new priority. That my machine was the next one to go out. I hope that is still the case Alan.

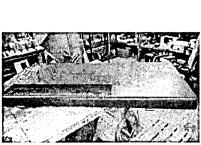
It just takes time. I have to work on other cabinets while stages of your paint dries and can be sanded.

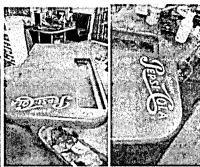
I get I do want a good job too.

I have to let this blue dry before I can sand again.

Okay. I understand.

*Alan sent the following photos.





Looks good Alan. Thanks.

(Monday, December 14, 6:56 AM)

What are you planning to do to the Pepsi Machine today?

Going to work on the coin door and bottle door.

Great thanks.

I'll bug you for a photo tonight then.....

(Monday, December 14, 6:31 PM)

So any pictures Alan? Did you get some work done on them?

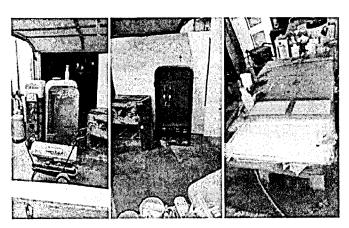
(Tuesday, December 15, 8:13 AM)

Did you get to work on those small doors?

(Wednesday, December 16, 8:13 AM)

Will you send a picture of those small doors you have been working on.....thanks.

*Alan sent the following photos.



I'm in the booth now.

Okay, thanks. Looks good.

(Friday, December 18, 10:19 AM)

Well, did you get that blue cut out around the Pepsi letters?

*Alan sent the following photo.



Doing coin door still. Wanted to go over it again.

Takes time to get it right....

Yes.

(Saturday, December 19, 6:01 PM)

Well, what did you get done today?

(Monday, December 21, 11:56 AM)

Alan, did you finish the small doors?

(Monday, December 28, 7:30 AM)

Alan, got a status report update on our Pepsi machine?

I will this week for sure, I'm still at family thing.

Figured you might be.....anxious to get this thing done since you are so close to putting it back together again.

(Saturday, January 2, 2016 9:47 AM)

You working today? Any progress on the Pepsi machine.

(Thursday, January 7, 7:55 AM)

Alan, what's the status? Got any pictures for me?

* Called Alan to see about pictures and status. (Thursday, January 7, 9:48 AM) Will get some, I'm in spray booth now, can't talk. Okay. (Friday, January 8, 7:55 AM) Alan, what did you get done yesterday?? Where are we with Pepsi Machine? Clear coat today? (Monday, January 11, 8:18 AM) Alan, is it getting clear-coated this week? I need some pictures. You said you would send them. Ok (Saturday, January 16, 10:48 AM) Okay, is it clear-coated yet Alan? (Thursday, January 21, 12:03 PM) ALAN, a couple days ago when I called, you were in the spray booth clear-coating......so are you done with my machine now? And ready to reassemble? (Thursday, January 21, 5:28 PM) Is my machine clear-coated Alan? It's in the first stage, I have the flu, not at shop (Wednesday, January 27, 6:37 AM) Alan, you back at work, and if so, is the clear-coating done on our machine? I hoping to be recovered this week, I've been sick. (Monday, February 1, 10:59 AM) Alan, are you working this week? What's the status of our Pepsi machine? (Tuesday, February 2, 6:10 AM) Alan, are you working today? Going back this week, will text you. Just need updates and pictures as you finish the clear-coating and start reassembling. Ok.

(Thursday, February 4, 6:15 AM)

Are you working on our machine Alan?

*Called Alan and he told me he would be clear-coating the machine this weekend.

(Saturday, February 6, (9:00 AM)

It's Saturday Alan. You said you would finish clear coating our machine this weekend. Still on track?

(Monday, February 8, 7:36 AM)

Alan, when's our machine getting clear-coated? You keep setting a timetable and not delivering....what's going on?

*Called Alan about the clear-coating. He guaranteed it would be done tomorrow.

(Wednesday, February 10, 7:52 AM)

Alan, you guaranteed you would clear coat our machine yesterday....absolutely you said....and send pictures. What happened?

(Saturday, February 13, 6:48 AM)

WHERE ARE MY PICTURES ALAN ??? Here we go again......you just keeping saying things that don't happen. I need to see my clear-coat is one!!!

Will have over weekend.

You just keep pushing it forward Alan. Remember when you told me our machine was a priority now. That was two months ago...

(Monday, February 15, 7:24 AM)

Where are my pictures Alan? The weekend is over.

I'll get them. I'm not there today due to the weather. I cleared the rear cabinet Saturday.

(Wednesday, February 17, 9:35 AM)

Alan, where are my pictures? I need some evidence the clear-coating is finished. What is the status, given it was a high priority since November 2015.

Will get those for you this week.

You keep saying that Alan, week after week. I just don't get it.

(Thursday, February 18, 10:22 AM)

Alan, are you clearing the other parts of the Pepsi machine today?

(Friday, February 19, 9:38 AM)

Alan, it's almost a year now, when you sent pictures of the chrome and powder coats. You called a few days later asking for \$3600, and you said you hoped to have the machine shipped by the end of the month.......that was year ago. DO YOU SEE OUR POINT ??? You still have our money AND our machine. Greg and Michele

(Monday, February 22, 6:39 AM)

Is our Pepsi machine getting cleared today?

(Monday, February 29, 12:24 PM)

Alan, you said the machine would be FINISHED with clear costing by now? When are you putting it back together?

This week, I will get you photos.

How many more weeks are you going to tell me that? Com'om man!!!

(Wednesday, March 2, 7:25 AM)

Where are the pictures you promised?

(Thursday, March 3, 8:05 AM)

Alan, last November we agreed in writing that you would finish the machine and have it shipped that month. OR YOU WOULD PACK UP THE MACHINE AS IS, AND RETURN IT WITH A FULL \$3600 REFUND...... I am demanding you honor that written agreement right now. I am done with the false statements. I want the machine and money returned.

*At this point, Alan called me right away. I unloaded on him verbally, yelling at him over the phone. I called him out over his continually lying, and false promises week after week. I told he cheated us out of \$3600 almost a year ago, and that he still had our machine unfinished. I told him I would be coming out to get it as soon as I could. He kept telling me to calm down, that he was going to ship the restored machine on the 24th (and confirm that later with me) and to give him my shipping address. I said he was lying again, that he had our shipping address and that the only way to get our machine back was for me to come get it. He said I didn't need to do that, that he would finish it and send it. He would give me a ship date that day. I said okay and hung up on him.

(Thursday, March 3, 4:23 PM)

Ship to: Michele Ribardo Greg Van Wassenhove 1286 Bird Avenue San Jose, CA 95125

It better go out Alan.

(Friday, March 4, 11:14 AM)

Alan, you owe me shipping detail in writing. Where is it? I don't trust your verbal promise about the 24th....heard it too many times. Where's my paperwork?

I will have it Saturday with the day they give me.

I want the machine shipped in whatever condition it is in on the ship date. Put it back together an ship it, and refund my \$3600 if it's not completed.

Your machine will be shipped completed as agreed, I will have you paperwork Saturday.

This is the last time Alan. I'm coming to get it if you don't.

(Monday, March 7, 7:31 AM)

Do you have a ship date yet?

(Tuesday, March 8, 4:24 PM)

Where is my ship date Alan? You said last Saturday I would get it.

*Called Alan demanding a ship date. He said he already told me the machine would be completed and would be shipped on the March 24th. I reminded him he said he would confirm that date.

(Thursday, March 10, 5:36 AM)

You told me yesterday my ship date is the March 24th.....is that it Alan?

Will handle it today.

You have said that ever day now since Monday.....! want that finished product ship date.

Will get you that today.

(Friday, March 11, 7:52 AM)

Alan, are you going to tell me the shipping details? Or is it another "will get you that today" and not do it.

Will get you covered today.

Sure you will....! don't clearing has even started....otherwise I would have pictures by now.

(Saturday, March 12, 7:24 AM)

Like I been saying all along, you just keep stringing our machine along Alan. It should have been done last April when you got our \$3600. It's time to send them both back. You aren't going to finish.

You will have your 81 this month as promised. You will have it.

(Saturday, March 12, 2:35 PM)

Alan, you on schedule to ship this month?

* Alan called Monday, March 21, 2016 to say he was just about finished with the clear-coating and would be putting the machine back together and shipping it out this week.

STATE OF NORTH CAROLINA CONSUMER COMPLAINT



CONSUMER PROTECTION ATTORNEY GENERAL'S OFFICE 9001 MAIL SERVICE CENTER RALEIGH, NC 27699-9001 TELEPHONE: (919) 716-6000 TOLL-FREE IN NC: (877) 566-7226

SECTION 1: You	ur Inform	ation						
Michis. Mrs. Last name VAN WASSENHOVE					First name 6 RE6	First name MI A		
Mailing address	rd Av	enue						
City Gam Jos	e f				State CA	Zip code	5	Country, if not US
Day phone number, including area code (408) 489 - 969 \times		Evening phone number, including area cod (408) 531-5886 Mick				Fax number, including area code ()		
County of residence			E-mail addres	s	hoo.een	ibarko)	Cell phone, in	ncluding area code
SECTION 2: Info		About Con						
Full name of compar	* 1/	1,29						
Mailing address	JH M	ain Str	eet					
City Granife	<i>^</i> .				State C	Zip code 28630	>	Country, if not US
Company's internet	address (UF	RL)						
Telephone number, (828) 962 -	including ar	ea code		Fax number,	including area	code		
SECTION 3: Co	mplaint l	nformation	(complete a	ny blocks w	hich apply to	o your comp		
Product, item, or ser	vice involve	chine	(Peps.)				Date of purch	nase, service, contract
Manufacturer or brai							Model Pe	14, 80
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Did you sign a contr Yes []	act or a leas	e?	If yes, please	give the follow	ring 🖼	Starting date		Expiration date
Total amount paid		Amount in dis	•	How was pay [] Money or [] Other	ment made: [der []Wire to]Cash []Ch ransfer []Fina	eck KJ Credit ince agreemer	card [] Debit card
\$4,000		\$4,00	0 0					
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SECTION 4: Inf	ormation	About the	Transaction	ì				
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SECTION 5: Details of Complaint (use additional sheets if necessary)	
1 / 11 / 15		
(see attached)		
	•	
)		
1		•
SECTION 6: Resolution Attempts Y		
Have you contacted the company with your complaint? [4] Yes [] No	If yes, name of person most recently contacted	His/her phone number, incl. area code (819) 941 - 9783
Results None		
What result would you consider fair?		restored
Patur	If yes, name of your attorney	aleted for ad morely a
Development Mineral	When some of hour ettomory	Attometé number incl. area code
[]Yes [/INo		()
Has your complaint been heard or is it schedu	ied to be heard in court?[] Yes [K] No If yes, where	and when?
If already heard, what was the result?		
SECTION 7: Important Information		
	be public record. • Please be sure to inc	clude copies of any supporting
Documents provided to this office may In most cases your complaint will be for	warded to the business documents you may	clude copies of any supporting have, such as correspondence,
Documents provided to this office may In most cases your complaint will be for complained about for response. If the	warded to the business documents you may complaint falls within the contracts, involces, i	have, such as correspondence, receipts, etc. Do not send originals.
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Mail to: NC Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001

Nature of Complaint with Antique Vending

In October of 2014, Michele Ribardo, and I (Greg Van Wassenhove) contacted a number of businesses that restored antique vending machines. We were interested in restoring a 1950 circa Pepsi Machine, and talked to Alan Huffman, owner of Antique Vending in Granite Falls, North Carolina. Alan had restored several of these specific machines in the past, and assured us of a quality job for a fair and reasonable price. We agreed to have Antique Vending restore our machine. Alan quoted us approximately \$4,000 and said it would take several months to complete the job. He said he would send us an agreement, and in the meantime, go ahead and ship the machine. He never did send an agreement.

Michele and I shipped the Pepsi machine on October 31, 2014 using UPS freight (see attached), as Alan had suggested. We tracked the delivery and knew it arrived at the Antique Vending location. We talked to Alan and he said he would begin restoration sometime in the spring because of his backlog. That was fine with us.

In March, we began calling and texting Alan (see attached) to give him an idea what we wanted the finished product to look like. We text him a picture, which was identically to a machine he restored in the past, and was posted on his website. At the time, he said he hoped to have the Pepsi Machine completed in March, and would keep us informed. He did call us toward the end of March and said the machine was done, and how to pay him through Amazon, using a Visa Credit Card. We complied, thinking the machine was completed and was ready to be shipped. At this point forward, we usually initiated the text or call, and Alan would usually respond, but not honestly (as you can see from the transcripts).

The first part of August 2015, we called the Granite Falls Police department, and they referred us to a Huffman Family friend that agreed to intervene and help with the situation. He said he talked to Alan, but told us he was getting the same runaround we were getting.

During this timeframe, we saw the Action 9 News story on Antique Vending and the number of complaints filed with your office last year. We just about died....and wondered whether we would ever see our machine or money again. We hope your office can help with this situation. Alan has always been very friendly on the phone, but in fact is terribly irresponsible, and has lied repeatedly.

Alan has been promising delivery and failing to send to the machine since April of 2015. Almost always, we would be the texting or calling him, after he committed to doing the same, but never did. He did send us some pictures of various parts being chromed or painted, but never sent a picture of the finished machine. After several months of broken promises, I finally told him in a text to return our machine and refund our money. Of course, he called right back on the phone and said he was really committed to sending it. And that he just needed to put the door back on it and crate it up.

Alan's latest promise is August 24th told him I would believe it when I saw the bill of lading.

Thank you for any help you can provide.

Any Vin Winhow

From
Antiquities Vending Company
30 south main street
Granite Falls N.C. 28630
828-962-9783

Spoke with Greg Van Wassenhove this morning concerning his Pepsi VMC 81. He is fine with me shipping the restored vending machine the week of the 14th of October 2015. We created the BOL and forwarded an email / text to the customer. He provided us with an email today (gvwpickles@yahoo.com).

Thanks so much,

Alan Huffman





alan huffman <antiquevending@gmail.com>

Sat, Sep 26, 2015 at 11:55 AM

Shipping of Restored Pepsi Cola VMC 81

1 message

alan huffman <antiquevending@gmail.com>

Reply-To: antiquevending@gmail.com

To: gwwpickles@yahoo.com

Cc: alan huffman <antiquevending@gmail.com>

Shipping date: October 14 2015 confirmation

Restored Pepsi Cola VMC 81 D.

Shipping address Greg A Van Wassenhove 1286 Bird Ave San Jose , CA 95125 Contact Phone 408 489 9692

Carrier: Residential Lift Gate / Roadrunner Freight Transportation

Soda Machine will be covered, crated, shipped by above date: photos will be provided before ship date of restored vending machine per our agreement: Thanks so much Alan Huffman



STATE OF TEXAS

COUNTY OF HARRISON

AFFIDAVIT OF COLLEEN M, HALUPA

I, Colleen M. Halupa, being first duly sworn, state as follows:

- 1. I am a resident of Harrison County, Texas. I live with my husband, Michael Halupa. He is employed full-time. I hold two full-time jobs, as a college professor and I am a volunteer accreditation examiner for higher education institutions nationwide.
- 2. During the summer of 2013, my husband and I researched online for a business that could restore one of our antique Coca Cola coolers that we collect for pleasure. After thoroughly investigating various companies, we decided to contact Alan Huffman, owner of Antique Vending (also called Antiquities Vending), located in Granite Falls, North Carolina. Mr. Huffman is one of a small number of people in the country who do this type of work. He did not have any negative reviews on record with the Better Business Bureau at this time.
- 3. We spoke to Mr. Huffman on the phone and communicated with him via text, describing the work we needed done to restore the cooler. Mr. Huffman assured us he could complete the restoration we needed; he said he had extensive experience doing this type of work. He quoted us a price of \$3,000.00 for his services. I told him I would drop off the cooler; I was able to do this in connection with a trip to Boone, North Carolina, where I performed an accreditation review at Caldwell Community College and Technical Institute.
- 4. On November 13, 2013, I met with Mr. Huffman in Granite Falls, North Carolina, to drop off our cooler. He said it would take about 6 months to complete the restoration. When it was complete, we could decide either to return to pick it up or have him ship it to us. On November 16, 2013, I paid him \$1,500.00 via check to start the restoration, and I agreed to pay

the remaining \$1,500.00 once the work was complete. Exhibit A, attached hereto, is a true and accurate copy of the check given to Mr. Huffman to begin restoration.

- 5. Approximately 8 months later (in July 2014), when we had not heard back from Mr. Huffman, we contacted him to find out if the work on our cooler had been completed. Mr. Huffman responded with a text message, stating that the work was done "except for assembly." Exhibit B, attached hereto, is a true and accurate copy of that text message. At that time, Mr. Huffman requested the final payment of \$1,500.00 for the completed restoration. He recommended that we pay him the outstanding balance via Amazon, which meant we could get our cooler shipped for free and not have to drive to North Carolina.
- 6. Mr. Huffman stated he would give us the information we needed to send payment using Amazon, but we didn't receive instructions on how to do this until nine months later.

 During this nine-month period, we called Mr. Huffman repeatedly to obtain these instructions, but he failed to provide the information.
- 7. In April 2015, Mr. Huffman texted pictures of the machine and confirmed our shipping address. On April 3, 2015, he told us he would be "using road runner freight" and texted a copy of a shipping label as confirmation. He told us our balance was \$1,400.00 and explained that the balance would show up as two \$700.00 charges from Amazon. We gave him our credit card information, and the charges went through. We waited for delivery, and on April 10, began texting Mr. Huffman again to find out whether the cooler had shipped. He responded, "Ships next week, I will get you info." Exhibit C, attached hereto, contains true and accurate copies of texts to and from Mr. Huffman from April 1 to April 10, 2015.

- 8. Contrary to his promise (and contrary to the shipping label), the cooler did not ship. In May and June 2015, we contacted Mr. Huffman repeatedly, asking for updates on shipping. He texted back with answers such as, "will get info today," "will know tomorrow," "will know today." In July, he stated he would text a copy of the bill of lading (bol). No bill of lading was forthcoming, and as July became August, we asked about the bill of lading and whether the cooler had shipped. Exhibit D, attached hereto, contains true and accurate copies of texts to and from Mr. Huffman from May through August 2015.
- 9. Throughout the fall of 2015, we persisted in trying to find out if Mr. Huffman had any news about shipment. We often had to text him repeatedly to get a response. When he did respond, he promised calls which did not materialize or made statements such as, "will have shipping information tomorrow." In October 2015, my husband spoke to Mr. Huffman about his deceitful promises. Mr. Huffman told him that he was unable to deliver our cooler because he had not finished refurbishing it. He claimed that his painter had passed away and that he was extremely behind with his work. We questioned why he had requested final payment when, in fact, he had not completed the work. Over and over again, we received excuse after excuse, with new promises of shipment. Exhibit E, attached hereto, contains true and accurate copies of texts to and from Mr. Huffman from September 2015 through November 14, 2015.
- 10. During this time (in early November 2015), as my frustration mounted, I tried several times to reach Mr. Huffman by phone (because I work two full-time jobs, my husband had been the one communicating with Mr. Huffman most often). After several unsuccessful attempts using my own phone, I decided I would call him from my husband's phone; only then

did Mr. Huffman answer. I demanded that he give back our cooler, as is, by Thanksgiving Day, and that he refund my money, or else I was going to report him to the Texas Attorney General's office, the North Carolina Attorney General's Office, and the Better Business Bureau. On November 16, 2015, Mr. Huffman texted that he had contacted Steve (at Roadrunner Freight) and "will know by Tuesday your Shipping information." On November 25, 2015, Mr. Huffman told us to check our email to "make sure that bol is correct, it's going out roadrunner freight." He provided us a bill of lading showing a shipment date of December 9, 2015, with the carrier identified as "Roadrunner" and an estimated shipment of four days. Exhibit F, attached hereto, contains true and accurate copies of Mr. Huffman's November 16 and November 25 texts and the bill of lading.

- 11. The cooler did not ship. Realizing the bills of lading Mr. Huffman had sent us were not reliable, we decided to call the customer service number for Roadrunner Freight (the number is indicated on the bills) to find out how we could confirm actual shipment. Mr. Steve, the representative for Roadrunner Freight, shared with us that, "a lot of people called him all the time about this company, Antique Vending. Sometimes, eventually, they get their delivery. In order for the delivery to be made, Mr. Huffman would need to schedule for the cooler to be picked up."
- 12. We still have not received our cooler. Over two years have gone by since we dropped off our cooler with Mr. Huffman, and we are nearly at two years past the promised completion date. We call Mr. Huffman on a monthly basis and text him repeatedly, but our dealings with him result in more of the same: when and if he responds, he tells us he is shipping our cooler, but delivery has yet to occur; and, Mr. Huffman always has an excuse for the non-

delivery. In January 2016, he again blamed the delay on the death of his painter. Then he sent us pictures showing snow on the ground and said he would ship "after [the] storm." Exhibit G, attached hereto, contains true and accurate copies of these texted excuses.

- 13. On February 15, 2016, I contacted the North Carolina Attorney General's office and filed a complaint online with the Consumer Protection Division. Exhibit H, attached, is a true and accurate copy of my online complaint. On February 17, 2016, I received a copy of a letter sent from Julie Daniel, a specialist in the Consumer Protection Division, to Mr. Huffman, requesting a response to my complaint. Subsequently, Mr. Huffman has stopped communicating with us.
- Department to file a complaint against this business. I was instructed to call an attorney, Neil Beech, at cell phone number 828-729-5189, for assistance. Exhibit I, attached, is a true and accurate copy of an email I received with this contact information. I spoke to Mr. Beech; he informed me that he was a good friend of Mr. Huffman's father and would try to help me. I explained to him that I have been very patient with Mr. Huffman, that Mr. Huffman continuously fails to follow through with what he promises, and that I have tried very hard to resolve this matter directly with him without involving anyone else.
- 15. Mr. Huffman has purposely misled us into believing our cooler is being shipped. Furthermore, he has charged us for work that he has not completed. I will pay Mr. Huffman for any work he has completed so far. However, I would like for him to ship my cooler back as is and refund the money I paid him. We are surprised that Antique Vending is still in business. We

do not trust Mr. Huffman, and have no interest in pursuing any further business dealings with this man.

Colleen M. Halupa

Sworn to and subscribed before me

this the 4th day of Cipil

My Commission Expires: 11/13/16

JENNY McGREGOR
Notary Public

My Comm. Expires 11-12-2016

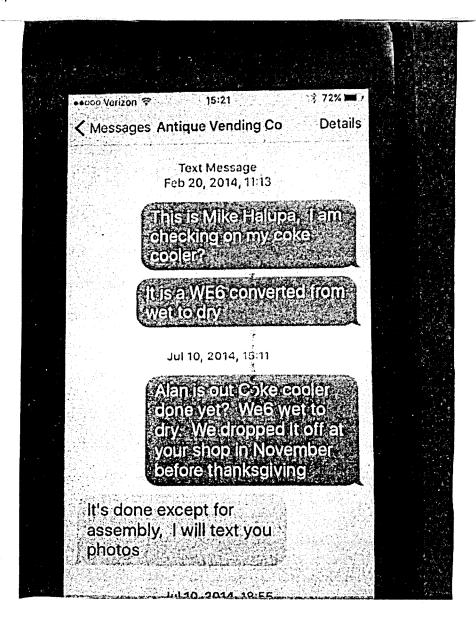
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Page 3 of

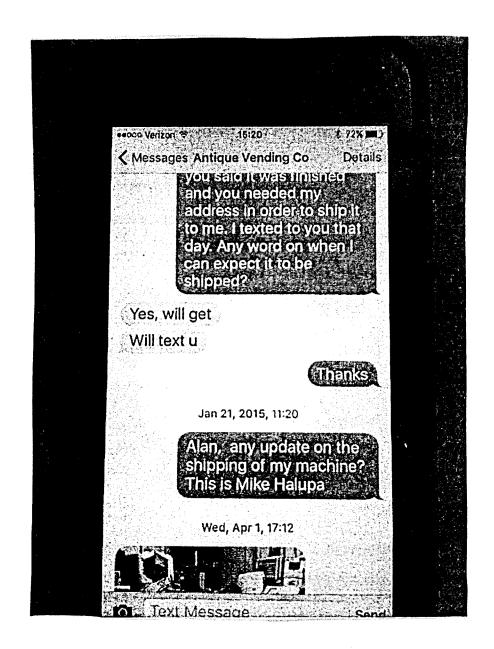
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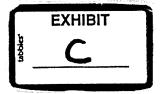
Check 1506, Amount \$1,500.00 Date 11/19/2013











Wed, Apr 1, 17:12

Wed, Apr 1, 17:12

Wed, Apr 1, 17:12

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 15:20 •• Centron

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Thu, Apr 2, 10:37

Hey what is your shipping address TOPE NOW NOT THE

Ok, are you going to be home next week Ok, are you going to be home next week

You want me to ship this to you next week Ok, i will work on that today

ODESSOW INC.

Send

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Messages Antique Vending Co Details

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to you next week

Ok, i will work on that

today

Fri, Apr 3, 08:49

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Fri, Apr 3, 08:49

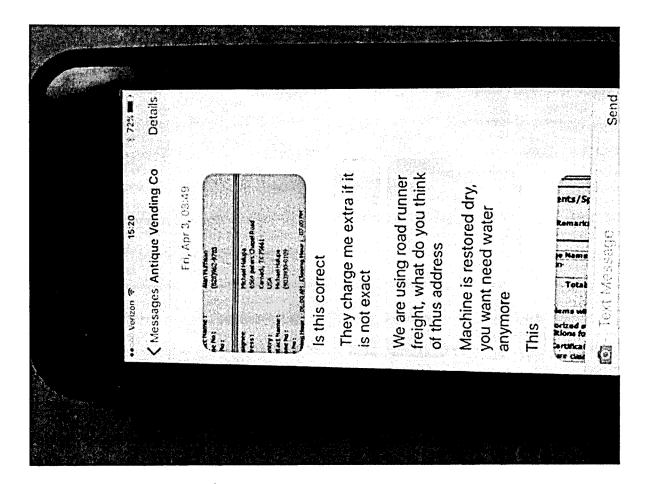
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We are using road runner freight what do won think

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First BOL that was texted

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15:18

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Mac Name : Name | Name Name No. (903)930-0109

aing Hour : 06:00 AM Closing Hour : 07:00

entents/Special Instructions: Resident

de Remarks: Alen Haffman 828 962 9783

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(Herningeris 900, 930)

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Ok, i will add her number

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15:18

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Messages Antique Vending Co

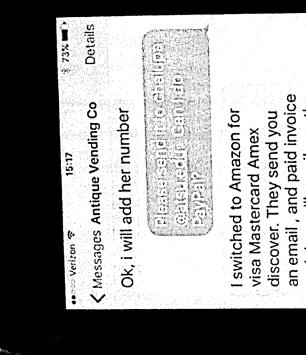
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Ok, i will add her number

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I switched to Amazon for Visa Mastercard Amex



I switched to Amazon for visa Mastercard Amex discover. They send you an email , and paid invoice and they will email you the bol as well I sent you the photo of.

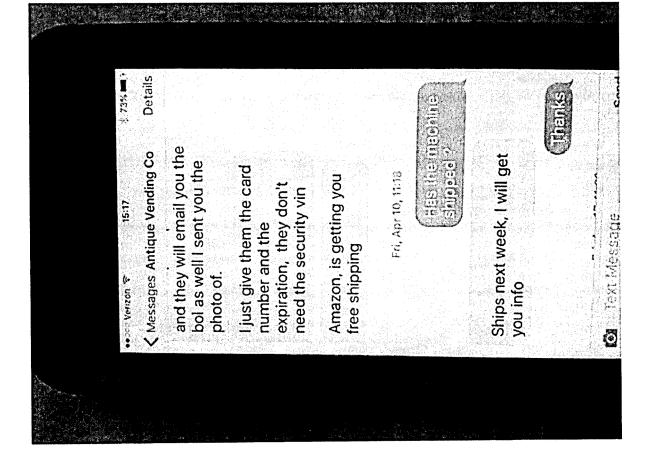
I just give them the card number and the expiration, they don't need the security vin

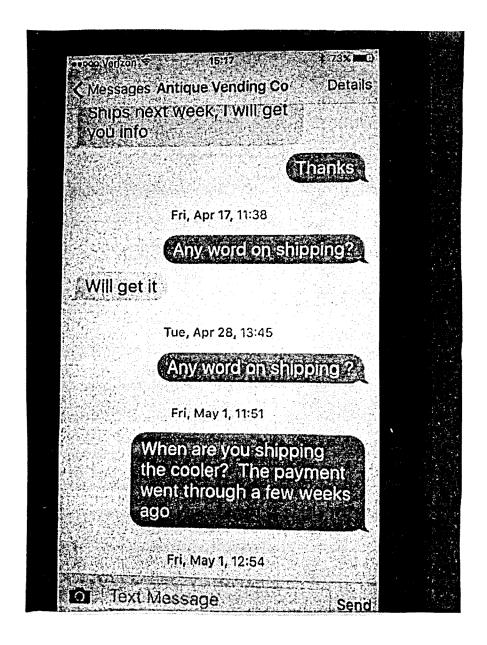
Amazon, is getting you free shipping

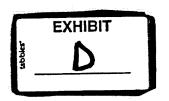
Fri, Apr 10, 11:18

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Ges Antique Vending Co

Fri, May 1, 12:54

Yes, sir, I will get you date this weekend for sure

Thu, May 7, 18:19

Agriculture me longin yan.

I will know earlier tomorrow, will text

Fri, May 15, 14:10

(Any update on sillipping?)

Send

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75:17

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Fri, May 15, 14:10

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Thu, May 21, 06:46

Will get info today

Thu, May 21, 13:15



Tue, May 26, 13:29

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16:17

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K Messages Antique Vending Co

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will check right now

Sat, May 30, 13:08

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Tue, Jun 2, 15:08

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Fri, Jun 5, 15:05

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Mon, Jun 8, 10:36

Just checking on shipping formy mechine? Mon, Jun 8, 10:36

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Mon, Jun 8, 15:20

Charles Manger of the Control of the

Will know tomorrow

Mon, Jun 8, 18:00



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K Messages Antique Vending Co

Details



Thu, Jun 11, 12:23

ANY MODERN OF SHIP OF THE

Wed, Jun 24, 12:43

Anny Word to stanfolding C

Will know today

Tue, Jun 30, 16:42

जित्ता अध्यक्षित अध्यक्षित

Will be back to shop wednesday, will get you the details



•• coc Verizon 🤝

Details

K Messages Antique Vending Co Wednesday, Will get you the details

Wed, Jul 8, 15:41

Anny election on Single gray

Wed, Jul 8, 17:17

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Thank you

Thu, Jul 9, 07:37

Working in this now

1 %EL % Details Messages Antique Vending Co ••ocus Verizon

Thu, Jul 9, 07:37

Working in this now

Fri, Jul 10, 09:48

Will text you a copy of bol

多言はある)

Sun, Jul 12, 13:51

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Yes, I've been in Florida, will get that 4 u

Fri, Jul 31, 08:27

appessalvi TXV

Send

• coo Verizon

15:16

73% ■ *

K Messages Antique Vending Co

Details

Yes, I've been in Florida, will get that 4 u

Fri, Jul 31, 08:27

Herever castvackustaleter

text me your email again Will call you Saturday,

WSHELLIPEOOPERENICON

Mon, Aug 3, 15:49

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15:16

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Messages Antique Vending Co.

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Tue, Aug 4, 12:43

Akennialanna (oleninia) asololar

Tue, Aug 4, 16:16

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Getting it now

Wed, Aug 5, 14:05

Do you have a shipping

15:16 S nozivav coc∙•

K Messages Antique Vending Co

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Figurations and all posteriors.

Mon, Aug 10, 15:14

เกษาจอกเวาเปลาได้จอยไม่

will get for you this evening

Wed, Aug 12, 07:20

BOL CONTINUED FINE COL विचामह्य बेसी/अस्तर्भ तम्मार्थ Land (Control) (Control) (Control)

I will check today and call



Send

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15:16

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K Messages Antique Vending Co

Wed, Aug 12, 07:20

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Fri, Aug 14, 16:25

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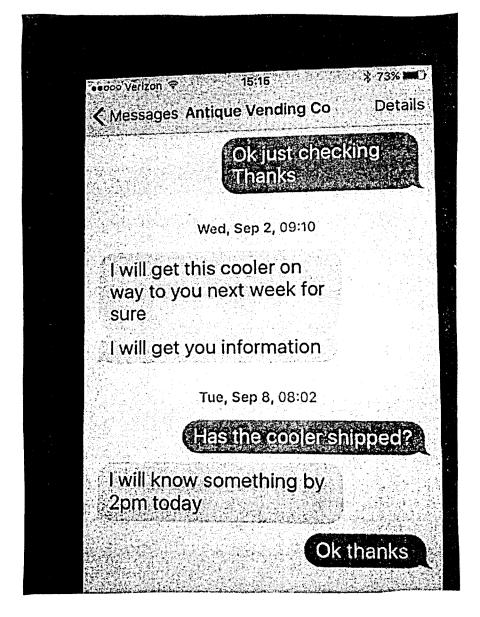
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K Messages Antique Vending Co

Thu, Sep 10, 08:42

Will know today

Fri, Sep 11, 17:30

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Sat, Sep 12, 13:03

Since halfologistelling

Sat, Sep 12, 20:31

I know, I will try to get information sunday

15:15

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Messages Antique Vending Co

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Sat, Sep 12, 20:31

I know, I will try to get information sunday Mon, Sep 14, 17:51

Tue, Sep 15, 12:32

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Tue, Sep 22, 08:10

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15:15

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Fri, Sep 25, 10:27

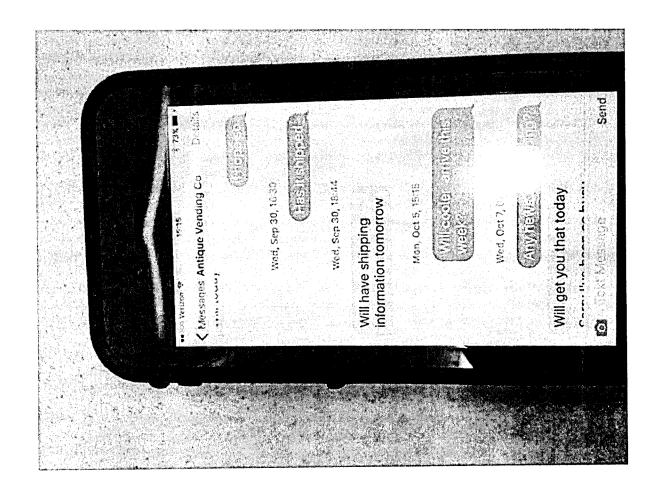
Fri, Sep 25, 17:37

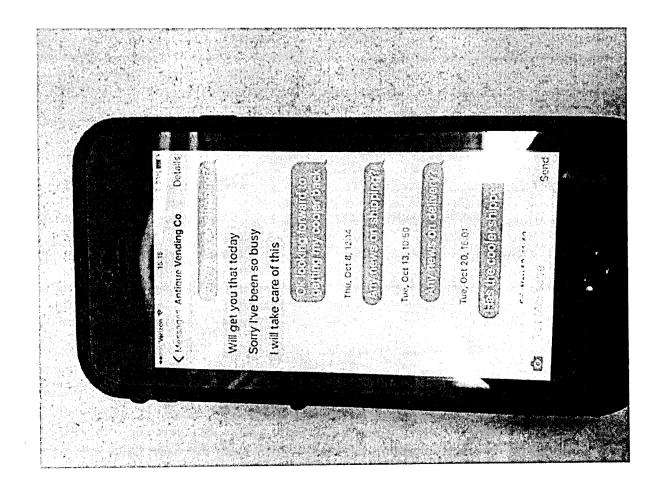
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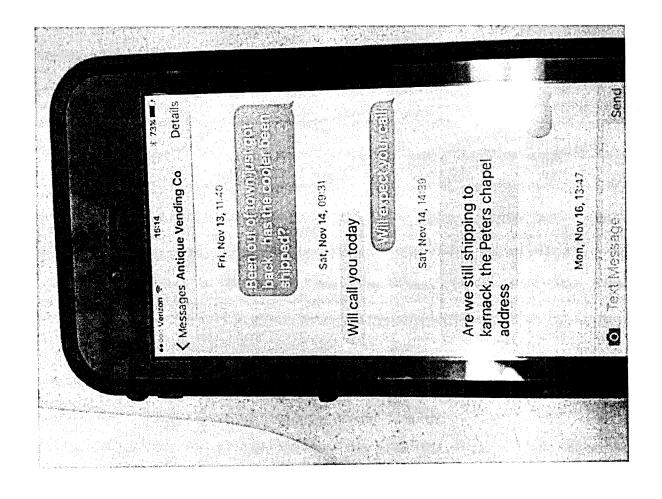
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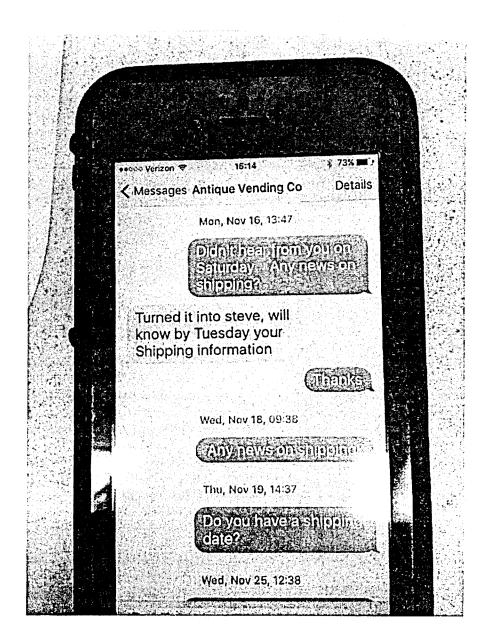
Mon, Sep 28, 11:32

Will today

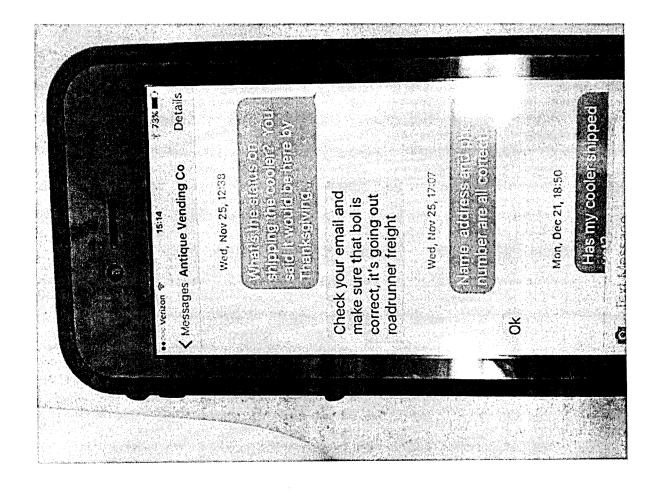












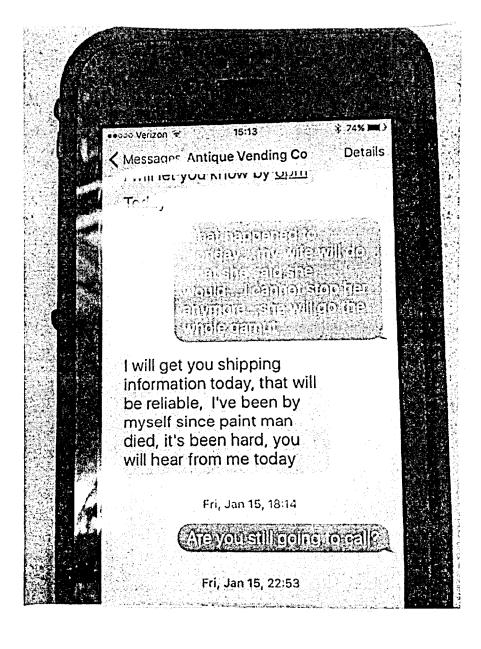
GLOBAL7	'RAN	Z .			ght Bill of Lading - Sho) 815-0203 Fax : (6			egotiable		BOL N	O : 7057152
Shipper Antique Vending Company Address: 30 South Main Street Granite Falls, NC 28630 Country: USA Contact Name: Alan Huffman Phone No: (828) 962-9783 Fax No:					Carrier: Roadrun PO #: Shipper Ref #: Origin Terminal: P:(800) 582-9292	Es Ca De	Shipment Date: 12/09/2015 Est. Transit Days: 4 day(s) Carrier PRO #: Destination Terminal: P:(800) 697-7337				
Consignee Mike Halupa Address: 6564 Peters Chapel RD Karnack, TX 75661 Country: USA Contact Name: Mike Halupa Phone No: (903) 930-0109 Fax No: Opening Hours: 10:00 Closing Hours: 10:30 AM AM				Third Party Billing Information: All charges prepaid to: GlobalTranz PO BOX 71730 Phoenix AZ 85050 Direct billing inquiries to: (866) 275-1407							
Comments/Special I						ery Remarks	s:Mike Ha	lupa 903 9	300109		
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Package Name Pallets(non- standard)	Pallets 1	Pieces 1	I I I V		es, coin operated,	492 lbs	125	0	0	0	124590-1
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Permanent post-office address of the Shipper:

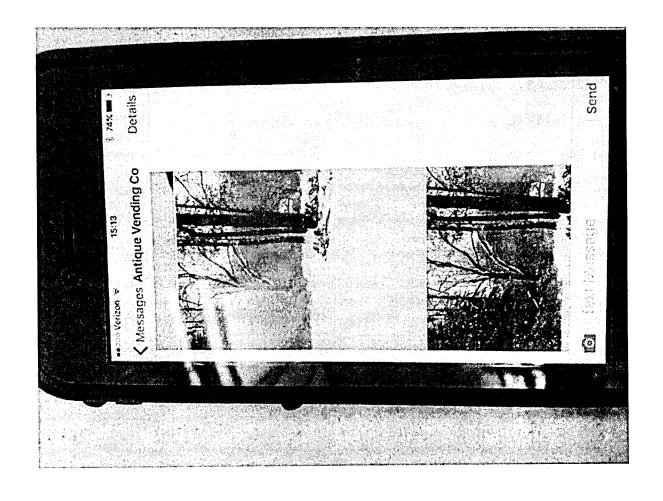
Mark with "X" to designate material as defined in Title 49 CFR

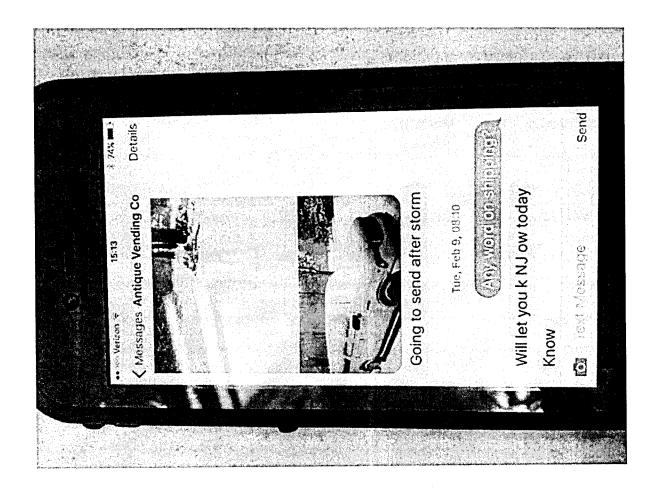
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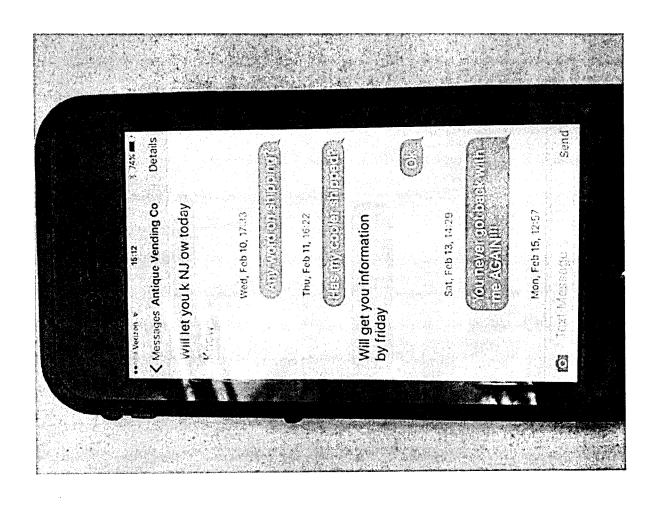


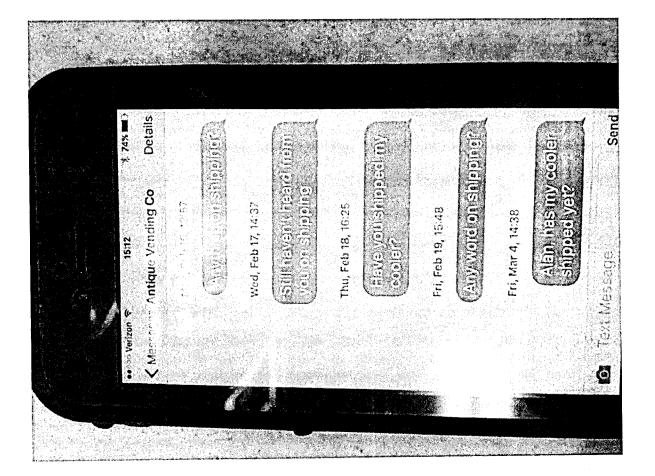
EXHIBIT

G









Saunders, Stuart

From:

consforms@ncdoj.gov

Sent:

Monday, February 15, 2016 8:15 PM

To:

Consumer

Subject:

Complaint 21659 Halupa

Your Information

Prefix

Mrs

* First Name

Colleen

Middle Initial

M

* Last Name

Halupa

* Mailing Address

6564 Peters Chapel Rd

* City

Karnack

* State

Te

* Zip Code

75661

Country, if not US

United States

Day Phone Number (including area code)

9039307031

Evening Phone Number (including area code)

903 9307031

Cell Phone Number (including area code)

9039307031

Fax Number (including area code)

County of Residence

Harrison

Email Address chalupa@atsu.edu

I am a military service member or military spouse

Information About Company Against Which You Are Complaining

* Full name of company

Antique Vending

Address

30 S. Main St

City

Granite Falls

State

28630 NC Zip Code

Country, if not US

Company's internet address (URL)

antiquevending.com

* Telephone number, including area code

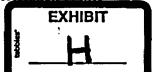
828-962-9783

Fax number, including area code

Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved

Restoration of my Coca Cola Cooler



Date of purchase, service, contract 11/15/2014 12:00:00 AM

Manufacturer or

brand

Coca Cola Cooler Antique

Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Start Date

Did you sign a

Yes

contract or a lease?

11/15/2013 12:00:00 AM

End Date 2/15/2016 12:00:00 AM

Total amount paid

\$3000

Amount in dispute

\$3000 plus cooler

How was payment

made:

Credit card

Did you buy an

extended service

No

contract?

If yes, name of company

responsible for extended service

half credit card and half check

contract or warranty

Information About the Transaction

How was initial contact made between you and the I went to company's place of business

Where did the transaction take place?

At company's place of business

Details of Complaint

down payment of \$1500 for the restoration. I checked with Alan Huffman pretty much monthly. When a year passed, I began to check more frequently. In April 2015 he informed me it was almost done and requested the final \$1500 payment for the restoration. I paid the additional \$1500 to him through Amazon merchant; he

requested I do this to getfree shipping so I did not have to drive to NC again. My

I dropped off my Coca Cooler for restoration in November of 2013. I paid him a

husband and I have contacted him constantly since then. He does answer communication but he always has an excuse. It has been almost another year since the second payment was made. Since that time he has sent us at least 3-4 phony bills of lading. In November, I demanded he sent the cooler to me by Thanksgiving and I have told him I am going to go through all available channels to get this resolved. He again sent another bill of lading but the company never received a request for pickup. I am requesting the return of my cooler and my money. I will pay a

* Details

Limit of

characters

2500

2

reasonable rate for whatever work has been done (if any). If I have to drive back for it I will. I have exhausted every possible avenue with Mr. Huffman and I know I should have filed this a long time ago but I am trying to be nice. I also plan to pursue as many other avenues as I can at this point since Mr. Huffman will not give me my money back or give me back my cooler. I searched the Internet and notes there are a plethora of complaints against Mr. Huffman; however, I checked in 2013 before we hired him and there were no complaints we could find at that time.

Resolution Attempts You Have Made

Have you contacted the company with your complaint?

Yes

If yes, name of person most recently contacted

Alan Huffman

His/her phone number, incl. area code

828-962-9783

Results

Nothing--please see above. He has my money and my cooler for 27 months (\$1500 and the cooler for 27 months and the balance of \$1500 for 10 months_

* What resolution would you consider fair?

The return of my money and my cooler. I would pay fair market value for any work that has been done (if any_

Do you have an attorney in this case?

No

If yes, name of your attorney Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in No court?

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax?

Yes

Saunders, Stuart

From:

Colleen Halupa <chalupa@atsu.edu> Wednesday, March 23, 2016 10:09 AM

Sent: To:

Harkley, Maria

Subject:

Fwd: Antique Vending Alan Huffman

Maria.

Here is the message I got from the Granit Falls Police Department that contains Mr. Beech's information. Thanks!

----- Forwarded message -----

From: Ritch Bolick < bolick@granitefallspolicenc.com >

Date: Tue, Mar 8, 2016 at 9:18 AM

Subject: Re: Antique Vending Alan Huffman To: Colleen Halupa < chalupa@atsu.edu>

Mrs. Halupa,

We have been referring these complaints to Mr. Huffman's attorney Neil Beech. Please find his contact information below. Please let me know if you are unable to resolve the issue with Mr. Beech and we will look for further resources to assist you.

226 Mulberry St. NW Lenoir, NC 28645

828.758.0064

On Sun, Mar 6, 2016 at 12:14 PM, Colleen Halupa < chalupa@atsu.edu > wrote: Dear Officer Bolick,

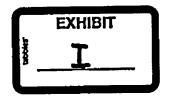
My husband and I delivered our Coca Cooler to be refurbished to Mr. Alan Huffman in November of 2013 in Granite Falls. We paid him \$1500 by check and agreed the cooler would be done approximately 6 months later and that we would pay the balance then. We checked him out online before we did this and he appeared okthere were not any significant Better Business Bureau Complaints.

He told us in June of 2014 it was done but he did not invoice us for the remainder and did not deliver it.

We continued to contact Mr. Huffman and in June of 2015 he finally set up invoicing we paid him the additional \$1500 through Amazon payment. We expected our cooler to be shipped shortly.

Since that time we have received several false bills of lading from Mr. Huffman and he has told us at least 20 or more times he will ship it out and has not.

It is almost 2 1/2 years later and we are out \$3000 and our cooler. I told Mr. Huffman I would file with the Attorney General's office, etc. in December if we did not receive it. I delayed hoping he would do the right thing but he has not and I did finally file. Now he will not respond to any communication from us.



I did file a complaint with the Better Business Bureau. the NC State Attorney General, the Texas State Attorney General. I am looking now into the Federal Trade Commission since it was an interstate transaction and I have contacted Amazon payment as well. However, since the payment was made June of 2015 I do not expect much help there.

What I want to do at this point is file a police report if that is possible for theft (if that would apply). All we want is our money and our cooler back. I do not want to do this but I feel like I have no other recourse at this time.

Before I hired a lawyer (which I do not want to do) I wanted to see if this route might encourage Mr. Huffman to return to me what he owes me. If he did any work on the cooler at all I would pay him fair market value for whatever was completed. If it is finished then all I want is my cooler back.

Could you please contact me or respond to this email and let me know if I have any legal recourse through a police complaint. We have been more than gracious in trying to give Mr. Huffman the benefit of the doubt.

My telephone number if (903) 930-7031

Names: Michael and Colleen Halupa

Address: 6564 Peters Chapel Rd, Karnack, TX 75661

Thank you for your time and attention.

Colleen Halupa, Ed.D A.T. Still University (903) 930-7031 chalupa@atsu.edu

Respectfully,

Ritch Bolick
Chief of Police
Granite Falls Police Department
www.granitefallspolicenc.us

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recipient, any disclosure, retransmission, copying, or taking action in reliance upon the message contained herein is strictly prohibited. If you have received this email in error, you should notify the sender immediately. All email correspondence to and from this address may be subject to the North Carolina public records law, which could result in monitoring and disclosure to law enforcement.

Colleen Halupa, Ed.D A.T. Still University (903) 930-7031 chalupa@atsu.edu



STATE OF NORTH CAROLINA COUNTY OF UNION

AFFIDAVIT OF MATTHEW J. MACIA

I, Matthew J. Macia, being first duly sworn, state as follows:

- 1. I live in Union County, North Carolina. I have personal knowledge of the facts in this affidavit.
- 2. I own a 1947 Coca-Cola Vendolator 27 machine that has been in my family since I was a child and has great sentimental value. The machine is valued at between \$5,000 and \$10,000 when restored.
- search to find someone to perform the work and found the website for Antiquities Vending in Granite Falls, NC. In March 2013, I contacted Alan Huffman, owner of Antiquities Vending, and made an appointment for him to come pick up my machine for restoration. He missed several appointments for pick-up but eventually did come get it. I wrote Mr. Huffman a check for \$800 as a deposit toward the final projected cost of \$2,500. He promised to have the restoration completed by May 2013. A true and accurate copy of our written agreement is attached as Exhibit A, and a true and accurate copy of the canceled check is attached as Exhibit B.
- 3. After Mr. Huffman picked up my machine, he never contacted me. It was always up to me to initiate contact. As more time went by and the machine was not completed, I tried many times to contact Mr. Huffman, mostly unsuccessfully. When I was able to reach him, he gave excuses for why the machine wasn't done, such as "my guy is running behind," or said he needed another month. The delay and excuses have gone on since 2013. Mr. Huffman has failed

to complete any work, and, despite numerous calls, texts, and emails, he has not responded in months. He currently has my machine and the deposit I paid for the work.

5. Mr. Huffman has had my machine for three years now. I really just want my machine back at this point, although I would also love to recover the \$800 deposit I paid.

Matthew J. Maca

Date

Enclosures; Phone log, contract, cancelled check

Sworn to and subscribed before me

This the 25th day of March, 2016

(Notary Public

My Commission Expires: 12/21/16

OFFICIAL SEAL
JOCELYN T. BERKLEY
Notary Public
MECKLENBURG COUNTY, NC
My Commission Expires 2 2 2 2 2016

From
Antiquities Vending Company
30 south main street
Granite Falls N.C. 28630
828-962-9783

3/25/13

Qty

Description Item

Estimate

Restoration Description: Restore: Vmc put buch excelly like

Factory- restore every part - chrome externel

parts - New insulation - pit have a color on

Sida Vendo 27 coca cola machine.

Thanks so much

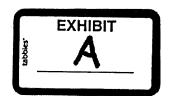
Alan Huffman

Customer information, Amount deposit paid, form of payment

pres 10 cm sode)

1250.W

1867 Pard & 800.0 down or



Online Banking

Bank of America

and the second s

Interest Checking Account Activity Transaction Details

Check number: 00000001867

Posting date: 03/27/2013

Amount: -800.00

Type: Check

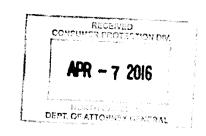
Description: Check

, , NAPA VALLE	Y
LISA A MACIA MATTHEW J MACIA	1867
, WEDDINGTON, NC	. 3/25/2013
CONDUCTION ALAN HUFFMAN	\$ 800,
Eight hondred to	DOLLARS - D - T-1
Bankof America 🧼	Bank of America Advantage
NCH AT DESIDENCE De LA PRIME 27 Repaire	m/

EXHIBIT

5

STATE OF NORTH DAKOTA COUNTY OF McKENZIE



AFFIDAVIT OF KIRBY VOEGELE

- I, Kirby Voegele, being first duly sworn, state as follows.
- 1. I am an adult resident of McKenzie County, North Dakota. I am married.
- On February 12, 2014, I ordered a restored Dr. Pepper vertical soda machine from Antiquities Vending, located in Granite Falls, North Carolina. I spoke with the owner, Alan Huffman.
- 3. That day, Mr. Huffman and I entered into the following agreement regarding price and delivery of the machine: the cost was \$4,000.00, which included crating, shipping and delivery; delivery was to occur the weekend of March 12, 2014; a five-year in-house warranty covering the refrigeration system was included, with Antiquities Vending to cover shipping for service of the refrigeration unit.
- 4. Also on that day, Mr. Huffman sent me a PayPal invoice which stated the terms of the agreement, payable upon my receipt. I made full payment of \$4,000.00 the same day through PayPal. Exhibit A, attached hereto, is a true and accurate copy of the invoice and terms of the agreement. Exhibit B, attached, is a true and accurate copy of the transaction details confirming completion of the transaction.
- 5. The machine was not delivered on the date promised. For a while afterward, Mr. Huffman kept telling me that he needed more time and that he would ship the machine to me. Eventually I gave up the hope he would ever actually send me the machine, and I texted and called him repeatedly demanding my money back.

- 6. In the fall of 2014, I contacted the BBB and lodged a complaint against
 Antiquities Vending and Mr. Huffman. I also contacted the North Dakota Office of the Attorney
 General, seeking their help to resolve my situation with Mr. Huffman. Exhibit C, attached,
 contains true and accurate copies of two letters (dated September 25, 2014 and October 20,
 2014), sent to Mr. Huffman by the North Dakota Office of the Attorney General. Despite these
 efforts, Mr. Huffman did not refund my money.
- 7. On November 14, 2014, my complaint was forwarded from North Dakota to the North Carolina Attorney General's Office. Exhibit D, attached, is a true and accurate copy of my written complaint. On November 17, 2014, the Consumer Protection Division of the North Carolina AG's office (the "Consumer Protection Division") sent Mr. Huffman a letter requesting that he respond to my complaint. I received a copy of the letter. Exhibit E, attached, is a true and accurate copy of that letter.
- the Consumer Protection Division stating that he had "returned the deposit to this customer," and that the "machine did not get done in a timely manner." The note also referenced an enclosed "UPS tracking number for the returned deposit on the machine." The UPS label enclosed with the note showed a shipment date of December 16, 2014. Exhibit F, attached, is a true and accurate copy of Mr. Huffman's note as shared with me by the Consumer Protection Division, together with the UPS label that accompanied the note. As it turned out, no UPS mailing was sent. What Mr. Huffman enclosed was a simply a UPS label he had printed out.
- 9. To date, over two years after I paid Mr. Huffman \$4,000.00, I still have not received my money back. I have repeatedly called and texted Mr. Huffman demanding refund, but to no avail. We have been victimized by repeated lies from this man, including his claim

over a year ago that he had mailed me the refund. The fact that he would print out a shipping label to show he had mailed the refund, without actually mailing anything, is just brazen.

10. I would like our money back,	and I would like Mr. Huffman to stop this behavior. Kirby Voegele
(Notary Public)	SHELBI ALMGREN Notary Public State of North Dakota My Commission Expires Nov. 20, 2020
My Commission Expires: 120-2020	

INVOICE

Alan Huffman 30 South Main Street Number 2 Grante Falls, NC 28630 United States

Phone: 828-962-9783 antiquevending@gmail.com www.antiquevending@gmail.com

Invoice number	0076
Involce date .	2/12/2014
Payment terms	Due on receipt
Due data	2/12/2014

BIII To .. mitchy_91@yahoo.com

THE STREET, ST	Quantity	Unit price	Amount
on, shipping Lift gate - UPS ale Big Boy's	. 1	\$4,000.00	\$4,000.00
	1	\$0.00	\$0.00
	ubtotal		\$4,000.00
			\$4,000.00 USD
,	Green bottom, int (Dr Pepper on, shipping Lift gate - UPS sele Big Boy's -1 570 4610	Green bottom, 1 int (Dr Pepper on, shipping , Lift gete - UPS tele Big Boy's -	Green bottom, 1 \$4,000.00 ont (Dr Pepper on, shipping Lift gete - UPS tele Big Boy's -1 570 4510 1 \$0.00

Terms and conditions
Shipping weekend of March 12th 2014 Dr Pepper Restored 6 case vertical with 8 cases of Soda and sheet sewn cover shipping weekend of marchine. Shipping and crate to above listed address. , 5 year in house warranty on refrigeration system. We will cover shipping on refrigeration for service of unit.

EXHIBIT

______ u ...

Transaction Details

Payment Sent (Unique Transaction ID # 78E64978BA9271031)

Date	Туре	§ Status	Details	Amount
eb 12, 2014	Payment To H and H Antiquities	Completed		-\$4,000.00 US(
	The second secon			
elated Trans	action	and process of the second second		
elated Trans	action	Status	Details	Amount

Construction of the Constr

Business Name: H and H Antiquities (The recipient of this payment is Verified)

Email: carolinaclassics@conninc.com

Payment For: Invoice #0076

Payment sent to: antiquevending@gmail.com

Business Contact Information

Customer Service URL: http://www.antiquevending.com Customer Service Email: antiquevending@omail.com

Customer Service Phone: 828-962-9783 array areas that the second of the second of

Amount sent: -\$4,000.00 USD Fee amount: \$0.00 USD Net amount: -\$4,000.00 USD A CONTRACT OF THE PROPERTY OF

Date: Feb 12, 2014 Time: 14:37:22 PST Status: Completed The second secon

Funding Type: Instant Transfer

Funding Source: \$4,000.00 USD - Dakota West Credit Union Checking (Confirmed) x-3545

Back Up Funding Source: American Express Credit Card XXXX-XXXXXXXX3003

EXHIBIT



STATE OF NORTH DAKOTA OFFICE OF ATTORNEY GENERAL

FILE

STATE CAPITOL 600 E BOULEVARD AVE DEPT 125 BISMARCK, ND 58505-0040 (701) 328-2210 FAX (701) 328-2226 www.ag.nd.gov

PLEASE RESPOND TO:
CONSUMER PROTECTION DIVISION
GATEWAY PROFESSIONAL CENTER
1050 E INTERSTATE AVE STE 200
BISMARCK, ND 58503-5574
(701) 328-3404
FAX (701) 328-5568
1-800-472-2500 (Toll Free)

CPAT # 140238.001

September 25, 2014

Mr. Alan Huffman Antiquities Vending 30 South Main Street #2 Granite Falls, NC 28630-1910

Dear Mr. Huffman:

Enclosed is a copy of a consumer complaint received by our office against your business. Please review this complaint and provide your response, explanation, or any other information you would like this office to consider. Please provide your written response to this office within ten days. Please include copies of any documents you would like to submit in support of your position.

You may respond to me at the above address or fax number. If you prefer, you may email your response, with any attachments, to crkraft@nd.gov. Please include business name, mailing address and telephone/fax numbers.

The consumer has requested our assistance in this matter; therefore, we ask that you correspond directly with this office, not the consumer. The complaint file cannot be closed until we have received your response. Please promptly advise this office in the event this dispute is satisfactorily resolved.

We would appreciate your prompt attention to this matter. If you have any questions, please contact me. Thank you.

Sincerely,

Crystal M. Kraft, Investigator Consumer Protection & Antitrust Division

pab Enclosure

EXHIBIT

C



STATE OF NORTH DAKOTA OFFICE OF ATTORNEY GENERAL

STATE CAPITOL 600 E BOULEVARD AVE DEPT 125 BISMARCK, ND 58505-0040 . (701) 328-2210 FAX (701) 328-2226 www.ag.nd.gov

PLEASE RESPOND TO:
CONSUMER PROTECTION DIVISION
GATEWAY PROFESSIONAL CENTER
1050 E INTERSTATE AVE STE 200
BISMARCK, ND 58503-5574
(701) 328-3404
FAX (701) 328-5568
1-800-472-2600 (Toll Free)



CPAT # 140238,001

October 20, 2014

Mr. Alan Huffman Antiquities Vending 30 South Main St. #2 Granite Falls, NC 28630-1910

Dear Mr. Huffman:

This letter is in reference to our September 25th Notice of Complaint, which enclosed a complaint against your company and requested your response. (Copy enclosed.) To date, we have not received your response.

Please review the Notice of Complaint and promptly respond to the complaint so this office has necessary information and the benefit of your position before determining what action, if any, we will take.

You may respond to me at the above address or fax number. If you prefer, you may email your response, with any attachments, to <u>crkraft@nd.gov</u>. Please include business name, mailing address and telephone/fax numbers.

You may not be required to resolve the complaint. You, however, are obligated to provide a response to the complaint. If this office does not receive a response in ten days, we may take additional action to obtain the response. Therefore, if you anticipate any further delay in this matter that will not provide a timely response, please contact this office with your explanation.

If you have any questions, please contact me. Thank you.

Sincerely,

Crystal Kraft, Investigator
Consumer Protection & Antitrust Division

Enclosures

Sent 09/22/2014

Complainant Information

Name: Kirby Voegele
Address: PO box 206
City: Watford City
State: North Dakota
Zip Code: 58854
Daytime Phone Number: (701)570-4610 - cell
Additional Phone Number: (701)842-3301 - work
Daytime Phone Number: (701)570-9484 - cell
Email Address: holymamma777@gmail.com
Age: 39
Sex: Male

Information About the Business

Name of Person or Business Complained Against: Alan Huffman of Antiquities Vending
Address: 30 South Main Street, #2
City: Granite Falls
State: North Carolina
Zip Code: 28630
Telephone Number(s): (828)962-9783,
Website: www.antiquevending.com
Email Address: mailto:info@antiquevending.com
Fax Number:

Complaint Details

Date of Transaction: 2/12/2014

Product or Service Involved: Dr. Pepper 6 case verticle Restored vending machine

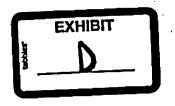
Name of person(s) with whom you dealt, if any: Alan Huffman

Amount paid: 4000.00

Amount left to pay: 0

First contact between you and person or firm: On the Internet.

Where did the transaction take place: On the Internet.



142711

Did you sign a contract or written agreement: No .

Did you receive a contract or a receipt: Yes

Have you complained to the person or business: Yes
I have called and text messaged him numerous times and each time he says he
will take care of it, but never does.

Have you contacted a private attorney or another agency; No

Is court action pending or completed: No

Explain the facts and circumstances of your complaint
I ordered and paid \$4000.00(through PayPal) for a restored Dr. Pepper 6 case
vertical pop machine from Antiquities Vending Co. on 2/12/14. It was
supposed to ship on march 12. It never got shipped, he said he needed a
little more time, and kept saying that. I finally told him in May that I
wanted my money back. I have contacted him numerous times through phone and
text messaging and he keeps saying he will send the money and never does. I
even contacted the BBB and logged a complaint. Now that I look into his name
he has had extensive complaints against him and the NC attorney general was
looking into him in March.

How would you like to have your complaint resolved? I would like my money back.

Reference Number: OC 022953



State of North Carolina

ROY COOPER ATTORNEY GENERAL Department of Justice 9001 Mall Service Center Raleigh, NC 27699-9001

November 17, 2014

CONSUMER PROTECTION Toll Free In NC (877) 566-7226 Outside of NC (919) 716-6000 Fax: (919) 716-6050

Antiquities Vending 30 S Main Street #2 Granite Falls, NC 28630

> e: File No. 1415364 Kirby Voegele P O Box 206 Watford City, ND 58854

Dear Sir:

The Consumer Protection Division has received the attached complaint regarding your business.

In order to assess the merits of the complaint and to determine appropriate action, we need to know your position and any proposed resolution. Therefore, we ask that you provide a written statement of your position, along with copies of any supporting documents, within fifteen (15) business days of the date of this letter.

Please refer to our File Number 1415364 when you correspond with our office concerning this matter. If you prefer to submit your response electronically, we request that you do so using your business' letterhead, indicating the name of the person sending the response and the sender's contact information. An electronic response should be sent to consumer@ncdoj.gov and cannot exceed 5 mb, including attachments.

Thank you for your cooperation.

Sincerely,

Julie D. Daniel

Consumer Protection Specialist

CONSUMER PROTECTION DIVISION

Enclosure

cc: Kirby Voegele

EXHIBIT E

TOD

From

Antiquities Vending Company 30 south main street Granite Falls N.C. 28630 828-962-9783 DEC | 9 2014

. Kirby Voegele 1415364,

I returned the deposit to this customer. The machine did not get done in a timely manner, I have enclosed the UPS tracking number for the returned deposit on the machine.

Thanks so much, Alan Huffman



Sender: CUSTOMER RECEIPT LARRY HUFFMAN: Operator ID/Retaller: 111 828-396-2144 PEC-ASAP Account #: 6076A GRANITE DRUG CENTER 828-396-2144 21 FALLS AVE \$0.00 **GRANITE FALLS NC 28630** Freight: Weight: 1 LBS 5Z: 10X1X10 \$0.00 Packing Chgs.: Additionat \$0.00 Features: Ship To: Other Chgs.: \$0.00 KIRBY VOEGELE (701) 570-4610 Total Due: \$0.00 BIG BOYS TOYS \$0.00 CashTen: **300 N MAIN STREET** \$0.00 Change:

Sayings -	UPS	Post Office
1. Insurance 2. Tracking	Free for 1st \$100 Free	\$2,35 for 1st \$100 Additional Cost

Ship Date: 12/16/2014 Via: GROUND COMMERCIAL Track#: 12 28E 245 42 0062 9476 Zone: 7

Package ID: 90062947 Contents: 4000 Declared value: 100

WATFORD CITY ND 58854

Paid By:

******* STORE PACKAGE ******** ****** STORE PACKAGE ******* ******* STORE PACKAGE ******** ****** \$TORE PACKAGE ******** ******** STORE PACKAGE ******** Limit one coupon per customer.

TS2000 Version # 14.0.5

TERMS & CONDITIONS .

CLAIMS: Do not dispose of any packing material or merchandise until the claim is paid or investigated by PEC. In no event will consequential dameges or expenses be covered. In the event of partial loss or partial dameges, coverage will be pro-rated based on total contents and total declared value of contents and only partial reimbursement will be made. Claims on antiques must have a prior appraisal or other proof of value within the last 9 months of shipping. PEC retains the salvage rights and will keep the items on claims that are paid. Claim payments will be made for the lowest of: repair cost, original cost, replacement cost, or declared value.

THIS RETAILER WILL NOT SHIP: Guns, ammunition, hazardous materials, alcoholic beverages, perishables, packages valued over \$25,000, or any item prohibited by the carrier according to their stated tariffs. NO CLAIM on these items will be honored.

By shipping any package that does not comply with these Terms & Conditions, the Shipper haraby releases Package Express Center Inc. and the Retailer from any liability and understands that the package will be solely covered by UPS.

GRANITE DRUG CENTER 828-396-2144 LARRY HUFFMAN GRANITE FALLS NC 28630

1 LBS

1 OF 1



ND 588 0-01



SHIP KIRBY VOEGELE TO: (701) 570-4610

BIG BOYS TOYS 300 N MAIN STREET

WATFORD CITY ND 58854

UPS GROUND

TRACKING #: 1Z 28E 245 42 0062 9476



SHIPPED FOR: LARRY HUFFMAN

828-396-2144

BY: GRANITE DRUG CENTER

BILLING: P/P SIGNATURE REQUIRED