

forever to finally come and get it. They would schedule a time to come and pick it up and then not come, not even bothering to call. I told the BBB I believed they owed me the rent paid on the TV during the time it was in repairs.

Rent-A-Center's response was that I refused the loaner (not stating the reason I refused) and that I was aware that I was still responsible for paying on the TV while in repairs, which is an outright lie and doesn't even make sense. Why would you be required to pay on a rental for 2-1/2 months when it's not in your possession? She also said they "gave me" a 45-day period where I didn't have to pay. That period was the time it took them to finally come and pick it up after I repeatedly told them to do so in between their trying to get me to change my mind and start paying again.

Anyway, the BBB sent me the response from Rent-A-Center, stating to reply by January 25 or the case would be closed. I went to reply yesterday, which is when I got the notice, and they had already closed the case!

 Posted: Mon Sep 29, 2008 5:33 pm Subject: BBB - what a joke -

Our issue revolved around poor service on the AC unit on our house. After the business did nothing to resolve the open complaint, the BBB offered to have arbitration - Looking back that was a BIG mistake - we signed over our rights to do anything other than abide by the ruling of the arbitrator. The business was found to have poor service but that they did nothing wrong! Yes - that's what they said! They admitted the business conducted itself poorly and then closed the complaint! Now the company in question, has a complaint on the books that shows as "resolved" and guess what Spunky, it's not - - We're still pissed at the company for their poor service, pissed at the BBB for not doing what their charter says and we're mad at ourselves for thinking the BBB would help - - lesson learned = don't bother with the BBB and get a Lawyer instead.

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