

# STATE OF ALASKA

## DEPARTMENT OF LAW

OFFICE OF THE ATTORNEY GENERAL

SEAN PARNELL, GOVERNOR

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September 2, 2010

**CERTIFIED MAIL**

**CONFIDENTIAL**

**CONFIRMED DELIVERY**  
**FIRST CLASS MAIL**

Sandra Rusin McCray, Owner  
Alaska Tonewood  
1723 S. Tongass Hwy  
Ketchikan, AK 99901

**RE: Complaint #20-08-3970; Leigh Crombie and Kingston High School,  
Kingston, Tasmania**

Dear Ms. McCray:

This office has received the enclosed consumer complaint with respect to a transaction with your business. **Please respond in writing to the consumer and our office regarding the complaint within fourteen days of the above date.**

We request that you address the allegations made by Leigh Crombie (on behalf of students from Kingston High School in Kingston, Tasmania) that on May 9, 2010 he paid Alaska Tonewood \$517 including \$225 shipping, for in-stock spruce guitar tops promised for delivery via air mail in five to seven days, but that Alaska Tonewood failed to provide the guitar tops in a timely manner. According to Mr. Crombie, after two weeks passed without delivery, he contacted Alaska Tonewood multiple times regarding his order and received the following responses: 1) the items had been shipped; 2) the guitar tops had not been cut due to a machinery problem, and 3) inappropriate replies to his emails. Please see Mr. Crombie's complaint for details surrounding the transaction.

For your information, the Alaska Unfair Trade Practices and Consumer Protection Act (Consumer Protection Act), AS 45.50.471 – AS 45.50.537, prohibits unfair or deceptive acts in trade or commerce. Our office would consider the conduct described above to constitute unfair or deceptive acts or practices in violation of the Consumer Protection Act. Violations of the Consumer Protection Act may result in civil fines of up

to \$25,000.00 per violation, injunctive relief and other remedies. Additionally, the Consumer Protection Act provides a private right of action, with up to triple damages against a violator.

Mr. Crombie indicates in his complaint that he has cancelled his order and has requested a refund of his students' money. We request that Alaska Tonewood take immediate steps to provide a full refund to Mr. Crombie and provide proof to this office that you have done so.

If your position is that you do not owe the full refund, please explain in detail the basis for your position and include all documents supporting your position.

Thank you for your cooperation in this matter.

Sincerely,

DANIEL S. SULLIVAN  
ATTORNEY GENERAL

By:



Marjorie Feldman  
Litigation Assistant  
Consumer Protection Unit

Enclosure